



## December 2019 - Issue SW35

### About this bulletin

To minimise the number of emails sent to practices across the South West, NHS England is using this monthly bulletin as its main method of communication with Dental Practices. The bulletin contains important information, which might include requests for information and deadlines, as well as notifications relating to dental contracts or learning. The bulletin is intended to be read by dental contractors, practice managers, dentists and any key staff within practices, so please cascade.

Copies of previous editions of the Dental bulletin, referral forms and links to helpful websites and resources can be found on our website - <https://www.england.nhs.uk/south/info-professional/dental>. If you have any questions or wish to provide feedback, please contact [england.swdental@nhs.net](mailto:england.swdental@nhs.net).

### Key Upcoming Deadlines:

Compass Processing cut off date for 2 January 2020 pay date	16/12/2019
Compass Processing cut off date for 3 February 2020 pay date	22/01/2020

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## Items for all practices/providers

- **Christmas and New Year period**



The South West Dental Team at NHS England and NHS Improvement would like to wish all practice/provider staff who celebrate Christmas, a happy and well festive season, and our thanks to all contractors for your work delivering quality dental services to the public during 2019.

- ❖ **Out of Hours/Emergency Access Details**

Detail of out of hours/emergency dental services arrangements in Cornwall, Devon and BNSSSG are attached to this bulletin email for reference.

If you need to advise any changes to your general practice in-contracted hours/ agreed arrangements, or those advised in your response to the Winter Assurance requests, please email [england.swdental@nhs.net](mailto:england.swdental@nhs.net) as soon as possible.

- ❖ **South West Dental Commissioning Team Contact**

Should you need to contact the dental team over the Christmas & New Year period, please ensure to send all queries or notification of practice/service issues to our generic email account [england.swdental@nhs.net](mailto:england.swdental@nhs.net), rather to individuals. This inbox is monitored on all normal working days and will ensure queries are prioritised for response by an appropriate person. This should be used for all general queries or Compass changes.

- ❖ **NHS Practitioner Health Support**

On a different note the Christmas holiday can also be a difficult time for some of us, and we'd like to remind dentists that free, confidential Mental Health advice and support is available, via NHS Practitioner Health on 0300 0303 300. More details of this service and other support for dentists can be found at our website South West dental pages: [www.england.nhs.uk/south/info-professional/dental/support-for-dentists/](http://www.england.nhs.uk/south/info-professional/dental/support-for-dentists/).

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- **Compass changes – please help us to authorise your changes first time!**

Contractors are reminded to please follow the guidance on the NHSBSA Dental Services website when making changes on Compass, and to send a completed CAF form to [england.swdental@nhs.net](mailto:england.swdental@nhs.net) within 7 days for the changes to be authorised.

- ❖ All guidance on adding new starters, removing performers and amending NPE/NPEE allocations is on the [NHSBSA website here under guidance and tutorials](#)
- ❖ The latest CAF form must be used, which is available to [download here under 'Adding Performers'](#). Once completed and changes submitted on Compass, this should be sent by email to [england.swdental@nhs.net](mailto:england.swdental@nhs.net) for South West contracts
- ❖ Ensure you have completed both sheets on the CAF form - the Compass Authorisation Form and the Pension Allocations worksheets
- ❖ The form needs to match (dates/amounts/performers) exactly what you have submitted on Compass!
- ❖ All the appropriate declarations need to be ticked on the authorisation form part
- ❖ Guidance Notes are also on the CAF form itself to help you.



If you are unsure about what action to take, please check the [guidance](#) and [knowledge base](#) before proceeding to avoid changes having to be rejected and re-entered.

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- **FAQ: NHSmail for private practices**

We've received a few enquiries with regards to private dental practices, who wish to use NHSmail (nhs.net address) to comply with referring securely into NHS services.

Private practices can request an NHSmail account, but to use the NHSmail Registration Portal, they first need to apply for an [Organisation Data Service \(ODS\) code](#), so that their practice/organisation details are in the system. Once set up, practices need to allow time for NHSmail to update their list of codes from the ODS system before completing the registration. To apply for an ODS code, [a form can be downloaded here](#) to complete which should be emailed to NHS Digital at [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net).

Once the private practice ODS code/details have been added to the NHSmail system, they can proceed with using the portal. They will need to request a one-time passcode by post for verification.

Please note for NHS providers, the ODS codes (often prefixed with a 'V') are automatically generated by the NHS Business Services authority, as soon as activity claims are put through under a particular treatment location. It's therefore important should you change locations, to ensure the correct location code is applied on your practice software to match the correct code held on Compass. The ODS codes are also linked to ordering NHS stationery supplies and other background systems.

If anyone has difficulty with setting up NHSmail, they should email [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net) with practice details and description of problem, preferably with screen grabs.

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### Items for practices in Bristol, North Somerset, Somerset and South Glos only

- None

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### Items for practices in Devon, Cornwall and Isles of Scilly only

- None

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### Health Education England (HEE) upcoming events, courses and resources

- **Looking for an opportunity to expand your career?**

This year's applications are now open for Education supervisor applications for foundation training places starting in September 2020 for both Dentists and Therapists.

Health Education England South West is looking for keen experienced Dentists with the time to support a newly qualified colleague in their practice.

Full details are on the deanery web site at [www.dental.southwest.hee.nhs.uk/about-us/dental-foundation-training/apply-to-be-a-trainer](http://www.dental.southwest.hee.nhs.uk/about-us/dental-foundation-training/apply-to-be-a-trainer)



If you have any questions please contact Katy Williams at [katy.williams@hee.nhs.uk](mailto:katy.williams@hee.nhs.uk) or telephone 01454 252693.

If any members of the dental team are interested in being part of shaping the future of dental education please join Health Education England (HEE) to contribute to an evening of information and discussion. We would love to hear your views of at our Advancing Dental Care Workshops.

**Advancing Dental Care Workshop (SW20-01-09-1)**

Rolle Building, University of Plymouth, Plymouth

Thursday 9 January 2020, 18:00 to 21:30 with buffet

<https://www.maxcourse.co.uk/swdentalpg/guestCourseListCourseDetails.asp?cKey=2892>

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## Updates from the SW Local Dental Network (LDN) & Managed Clinical Networks (MCNs)

### • Special Care (SCD) & Paediatric Dentistry Managed Clinical Network

The Special Care Dentistry (SCD) & Paediatric Dentistry Managed Clinical Network is an NHS England managed clinical leadership advisory group which has specific aims to ensure the highest standard of appropriate oral care for both adults and children with additional needs throughout the South West (SW) region.

The MCN has been running for three years and meets every quarter. In October 2019, we held our first AGM which included educational CPD with accredited content in the afternoon. Meetings are generally by WebEx to minimise travel for our clinicians, although it is our intention to hold one face to face meeting per year.

We have had a number of key successes during this period:

- Initial group organised, and Terms of Reference ratified. Membership extended to include Paediatrics.
- Mapping of all services across the Southwest completed to understand current provision
- Skills audit undertaken to identify performers with a special interest in Special Care or Paediatrics
- Review of service acceptance criteria across the region and log of each services facilities for making reasonable adjustments for patients
- Production and acceptance across all the regional services of a generic referral document suitable for conversion to an e-document when e-referral becomes routinely accepted
- Review of cross boundary working and support for clinical input into services who lack specialist clinical practitioners.
- Regional audit initiative completed, recording the complexities and case mix data.
- Close involvement with First Dental steps project.

Our priorities for the coming year are:



- Influencing the commissioning of the Special Care and Paediatric Dentistry Services across the South West in line with the proposed procurement timetable of these services
- Providing clinical input into the draft service specification for Special Care and Paediatric Dentistry Services
- Regional review of bariatric facilities for patient referrals and proposal for additional facilities
- Define what is required to meet the objectives set out in the Long-Term Plan regarding commissioning dental services within specialist schools
- Influence discussion about training pathways with Health Education England.

This is an exciting time for the Special Care and Paediatric MCN. There are lots of opportunities for us to help shape future services for our patient cohort and to consider opportunities across the wider dental workforce to upskill through the Tier 2 Accreditation Process.

We very much welcome anyone to get in touch who has a special interest in either Special Care or Paediatrics. We are keen to build relationships with our GDP colleagues to understand how we can work more collaboratively to ensure we provide the best quality of care for our patients.

Membership and contact details can be found on the [MCN page at the NHS England and NHS Improvement website](#).

Tony Brooke  
Chair of Special Care & Paediatric Dentistry MCN South West

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### Updates from general dentistry, primary care and other bodies

- **CQC – Read the latest update for providers and professionals**  
[Click here to read the most recent October 2019 monthly update for providers and professionals working in primary medical and dental services](#).

View all CQC information for dentists at [www.cqc.org.uk/guidance-providers/dentists](http://www.cqc.org.uk/guidance-providers/dentists)

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## Guidance for common queries

Please check the full list of useful links for dental professionals on our website at <https://www.england.nhs.uk/south/info-professional/dental/dcis/links/>

### • NHS Business Services Authority Dental Services – Knowledge Base

Many of the queries that we receive from providers such as needing help with Compass, e.g. adding/removing performers or changing NPE values, can be easily resolved [by accessing the NHS BSA Knowledge Base](#). Compass guidance and video tutorials are [also available by clicking here](#). Please use these resources in the first instance before you contact the commissioning team. For specific queries on processing, for example ARR process, FP17 processing, payments or performer pensions contact NHS Dental Services via email: [nhsbsa.dentalservices@nhsbsa.nhs.uk](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk) or the helpdesk telephone **0300 330 1348**. Get tips and news via Twitter [@NHSDental](#).

### • NHS Mail

NHSmail is the designated secure method to communicate confidential and business critical information. All practices should hold a shared nhs.net mail account and can be set up via the NHSmail portal <https://portal.nhs.net/Registration#/dentistry>. Accounts must be accessed regularly to avoid being suspended – if you need support with your NHS mail account contact the NHSmail support team via <https://portal.nhs.net/Help/>, email [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net) or call **0333 200 1133**.

If you have recently changed your email or contact details we may hold, please notify [england.swdental@nhs.net](mailto:england.swdental@nhs.net) quoting your contract number and the new details.

### • National Performers List

Primary Care Support England (PCSE) manage the performers list on behalf of NHS England.

If you require any further information on the Performers List Policies and Procedures, please click on the following link: <https://www.england.nhs.uk/commissioning/primary-care/primary-care-comm/performer-list-policies-procedures/>. Please ensure all changes to name, address, status or practice, are notified to PCSE by completing an NPL3 change notification form. This is in addition to any contract changes required on Compass for new starters/leavers.

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## SW Dental Commissioning Team contact information

Please direct all queries to our dental team inbox at [england.swdental@nhs.net](mailto:england.swdental@nhs.net) where possible. All Compass related queries e.g. CAF forms for authorising changes submitted (adding/ removing/ amending performers) should be sent to this address, not to individuals for continuity.

If you need to speak to someone about aspects of your contract or issues arising, please contact your **Primary Care Support Lead** in the first instance:

For contracts in **CORNWALL, IOS**: [Lynn Combes](#) | T. 07467 689372

For contracts in **DEVON**: [Sarah McFarlane](#) | T. 07900 220697

For contracts in **BRISTOL, NORTH SOMERSET, SOMERSET, SOUTH GLOUCESTERSHIRE**:  
[Debbie Freeman](#) | T. 07825 421800

If your query is urgent and you cannot reach your Primary Care Support Lead, please call **0113 82 53039** and we will direct you to the most appropriate team member. Alternatively you can contact the Dental Contract Manager:

[Tess Fielding](#) (Contract Manager – Dental Services) | T. 07860 180400

The team is also supported by:

**Rhea Boland** (Senior Administrator) | T. 07540 883200

**Stephen Bennett-Troake** (Admin Support) | T. 0113 8253039

**Dawn Tope** (Admin Support) | T. 07730 380468

