



## South West Issue 1 - June 2020

### About this new dental bulletin

Welcome to your new South West wide bulletin, which brings together the newsletters for BGSW and the former South West (South) dental bulletins, to reflect that we are now working as one South West region. Updated team contact information is at the end of this bulletin.

Due to the coronavirus pandemic focus, integration of Bath & NE Somerset, Glos, Swindon, Wilts (BGSW); Bristol, N Somerset, Somerset, S Glos (BNSSSG); Devon, Cornwall & Isles of Scilly (DCIOS) and Dorset commissioning areas into 'one South West' is still in progress, therefore whilst you may receive some communications from the [england.swdental@nhs.net](mailto:england.swdental@nhs.net) email only, we would appreciate it if queries concerning 'BGSW' practices could continue being addressed to the [england.bgsw-dental@nhs.net](mailto:england.bgsw-dental@nhs.net) address for the time being.

Since February you will have been receiving a series of Special Bulletins, as information has needed to be communicated out during the pandemic. These will continue to be sent when any revised guidance or procedures are announced that are for your urgent attention.

The bulletin is intended to be read by dental contractors, practice managers, dentists and any key staff within practices, so please read and 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).

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## Items for all practices/providers

- **Message of thanks**

The coronavirus pandemic has presented and continues to bring many challenges to us all on both a professional and personal level. We are grateful to the many individuals across the South West region that have contributed to the implementation and continuity of our urgent care provision during this time, but also continued to provide the important contact with patients requiring advice and triage by local practices and to our out of hours providers.

Whilst there will be much to reflect on in due course, we are grateful in particular for all the offers of support from the dental workforce to the urgent care provision and wider NHS effort, and the compassion shown by so many professionals in doing their best for patients under national restrictions. Thank you to everyone delivering NHS dentistry for your work, and your continued care as we are moving into the next phase of re-opening services.

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- **Referral information to Urgent Care Dental Hubs – must read please**

Please find attached to this bulletin, the latest information on location of Urgent Dental Care Hubs and referral routes. As you are preparing and returning to work, we will be maintaining the support of the hubs to provide urgent dental care by referral as appropriate.

Following feedback from Urgent Dental Care Hubs, referring practices are kindly reminded to ensure that all appropriate and available clinical and patient information is included within any referrals being made, to aid prompt treatment for the patient. Wherever possible appropriate radiographs should also be included. This should be included within both the referral and triage forms as necessary. In some instances, this information has been inadequate, which is potentially leading to either a delay in treatment or the rejection and return of the referral back to the referrer.

Additionally, a request from urgent care hubs is to provide them with referral forms as patients are triaged, rather than forwarding in a batch. Triage forms received towards the end of the afternoon may not get reviewed until the following day.

Thank you in advance for your help in reducing these issues.

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- **Key deadline dates**

30 June 2020 – Completion of Annual Reconciliation Report 2019/2020 (ARR) due.  
Please refer to [guidance on the BSA/Compass website for completion](#)

23 June 2020 – Compass Processing cut off date for Month Jun-20 payment  
Please refer to [Pay Statements and Schedules](#)



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- **NHS Dental Services Latest Bulletin May 2020 Published**

[Please click here to view the latest provider/performers bulletin](#) which includes:

- Coronavirus (COVID-19) guidance
  - Coronavirus (COVID-19): Capturing workforce activity in Compass
  - Triage data
  - Claiming for UDAs
  - Compass account management
  - Contacting Provider Assurance (Dental Services) team
  - DAF reports 30 June
- 

- **Covid-19 Testing**

A reminder that further details on “How do NHS employees get a test for COVID-19” is available at following link <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/COVID-19-test-for-Staff-29-04-20.pdf>.

To access the self-referral portal please use the following link - <https://self-referral.test-for-coronavirus.service.gov.uk/>. Employers who wish to register to be given access to the employer portal please email [portalservicedesk@dhsc.gov.uk](mailto:portalservicedesk@dhsc.gov.uk) requesting access.

At time of writing this bulletin, Serology testing is also being progressed with plans to increase numbers by the end of June. The NHS is working with Public Health England about how Primary Care Contractors can access this across the South West, we will share further details as and when they become available.

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- **NHSmail requirement**

Recent experiences have shown we still have a gap in dental practices across the South West obtaining NHSmail shared practice emails for NHS business. This was a request made back in 2018 by the OCDO, highlighted by the BDA and frequently reminded by the region since then. NHSmail is the designated secure email system used for example by all GPs, and dentists have now been given sufficient opportunity to join.

The support team have received a high number of queries recently with the increased need to refer securely into Urgent Dental Care centres, which should be by NHSmail. We have also received various NHSmail related queries into the commissioning team, where most have to be signposted to the NHSmail support systems, as we do not have local administration facilities to correct suspended/deleted accounts where they have been unused for too long, or to set up additional addresses.

Please act now and start the process as soon as possible if not already obtained, using the national administration service via <https://portal.nhs.net/Registration#/dentistry>. The portal does use your practice ODS (location code) and registered CQC identifier and/or CQC registered email to verify identity. If you are unable to proceed for any reason and the guidance below does not resolve it, you will need to contact [dentistadmin@nhs.net](mailto:dentistadmin@nhs.net) to raise a support request and they will help you through the process. This is also the address practices with existing accounts should use, to request additional practitioner emails to be set up.

Please refer to:

<https://portal.nhs.net/Registration#/dentistry>

<https://support.nhs.net/knowledge-base/>

<https://support.nhs.net/knowledge-base/registering-dentists/>

[How to complete the NHSmail Dentistry Registration Portal](#)



[Guide for Dentists using NHSmail  
Dentistry FAQ](#)

When you have set up a practice NHSmail account successfully, please inform us of the email address quoting your contract number(s) to [england.swdental@nhs.net](mailto:england.swdental@nhs.net). Please ensure appropriate ownership of the accounts is established in practice for continuity and that they are frequently accessed.

Private practices are also able to join NHSmail, but should note the requirement to obtain an [ODS code](#) in advance from [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net) if not already allocated.

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**Items more relevant to practices in Bath & NE Somerset, Glos, Swindon and Wilts**

- None

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**Items more relevant to practices in Bristol, North Somerset and South Glos**

- None

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**Items more relevant to practices in Devon, Cornwall & IoS, Dorset and Somerset**

- None

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

- **Free webinars and e-learning**

HEESW are providing some free webinar sessions bookable via Maxcourse.

These are very popular and book extremely quickly, however if you would like to register your interest if further courses become available, please add your name to the waiting list.

Face to face courses are suspended at present. Details can be found on the Maxcourse dental courses booking page:

<https://www.maxcourse.co.uk/swdentalpg/guestHome.asp>

HEESW also offer many other e-learning opportunities, including:

- General dental topics  
All e-Learning for Healthcare courses are available immediately and are free of charge. Many of these can be certified for enhanced CPD.
- Covid related e-learning
- Well-being and resilience resources

Please see information in our e-learning resource section the HEESW Dental Postgraduate Course home page:

<https://dental.southwest.hee.nhs.uk/about-us/dental-courses/>.



[Click here for details of HEE dental courses - access the Online Course Booking System and learning resources](#)

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

- **Message from Oral Surgery MCN**

The Oral Surgery MCN chairs been actively involved in supporting NHSE/I since late March in the commissioning of the Covid-19 Urgent Dental Care Hubs. Oral surgery activity in both primary and secondary care was suspended following the letter of the 25<sup>th</sup> March from NHSE/I and the Chief Dental Officer.

The secondary care oral surgery units have been actively liaising with the hubs and accepting acute referrals wherever possible to support patient care. As the Government is moving from Level 4 Covid-19 state to level 3 the MCN has been working with the NHSE/I area team to develop plans for recovery.

The MCN Committee wishes to thank all the dental teams in both primary and secondary care services for the dedicated commitment to supporting patients during the pandemic.

*Chris Bell, Alistair Morton,  
Chair of Oral Surgery Managed Clinical Network, Southwest of England.*

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

- **Primary care updates**

National Updates related to COVID-19 in dental practice can be found here:

<https://www.england.nhs.uk/coronavirus/primary-care/dental-practice/>

[Click here to subscribe to the National Daily Primary Care Email Bulletin](#)

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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. For specific queries on processing, e.g. ARR process, FP17 processing, or pensions contact NHS Dental Services on **0300 330 1348** or via email: [nhsbsa.dentalservices@nhsbsa.nhs.uk](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk). Get BSA tips and news via Twitter [@NHSDental](#).

- **NHS Mail**

NHSmal 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 NHSmal 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 NHSmal 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 inboxes at [england.swdental@nhs.net](mailto:england.swdental@nhs.net) and [england.bgsd-dental@nhs.net](mailto:england.bgsd-dental@nhs.net) where possible. All Compass related queries e.g. CAF forms for authorising changes submitted (adding/ removing/ amending performers) should be sent to the generic accounts, not to individuals, for continuity.

If you need to speak to someone about aspects of your contract or issues arising, please contact a **Senior Commissioning Officer** in the first instance. The team works pan-South West, but for day to day queries cover localities as follows:

<b>Bath &amp; NE Somerset, Glos, Swindon, Wilts, Bristol, N Somerset, S Glos</b> t. 0113 82 53039	<b>Devon, Cornwall &amp; Isles of Scilly, Somerset, Dorset</b> t. 0113 82 51518
<b>Programme Manager</b> Jo Lawton   T: 07702 405559	<b>Programme Manager</b> Tessa Fielding   t: 07860 180400
<b>Senior Commissioning Officers:</b> Lisa Kingsbury   07919 541524 Colin Lee   07730 376250	<b>Senior Commissioning Officers:</b> Debbie Freeman   t. 07825 421800 Sarah McFarlane   t. 07900 220697
<b>Commissioning Officers:</b> Katherine Wheeler   07730 381033 Sian Ellis-Daish   07730 379824	<b>Commissioning Officers:</b> Rhea Boland   07540 883200
<b>Commissioning Support Assistants</b> Stephen Bennett-Troake   07540 883179 Dawn Tope   07730 380468	

