



South West Issue 2 – July 2020

About this dental bulletin

To minimise the number of emails sent to practices NHS England & NHS Improvement is using this monthly bulletin as its main method of communication with NHS Primary Care Dental practices/providers in the South West region. It is also sent to secondary care & community dental service contractors and other dental stakeholders for information. Special Bulletins may be issued between editions for urgent communications.

Bulletins are intended to be read by dental contract owners, 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.

Contents

- [Items for action by practices/providers](#)
 - NHS Letter of Preparedness Issue 5 Published
 - Annual Reconciliation Report (ARR) completion date and Compass close down
 - PHE Coronavirus Resources for Practices
 - Somerset Orthodontic Triage Process – Taunton and Somerset NHS Foundation Trust
 - BSA Knowledge Base
- [Health Education England \(HEE\) upcoming events, courses and resources](#)
 - HEE Guidance on Fit Testing for Dental Professionals
- [Updates from the SW Local Dental Network \(LDN\) and Managed Clinical Networks \(MCNs\)](#)
 - None
- [Updates from general dentistry, primary care and other bodies](#)
 - None
- [Guidance for common queries](#)
- [SW Dental Commissioning Team contact information](#)



Items for action by practices/providers

- **NHS Letter of Preparedness Issue 5 Published**

The latest NHS preparedness letter for primary dental care was published on 13th July. Please download and read the document from the following link:

<https://www.england.nhs.uk/coronavirus/publication/preparedness-letters-for-dental-care/>.

- **Annual Reconciliation Report (ARR) completion date and Compass close down**

As mentioned in the latest [Dentist Bulletin from Business Services Authority](#), the deadline for completion of the ARR has been extended to 11:59pm on Sunday 19 July 2020. This is due to the coronavirus (Covid-19) situation. Please make sure that your ARR is completed by this date, guidance to help with completing can be found in the ["ARR 2019 / 2020" section of the dental services website](#). If you have any issues with the ARR process please call the NHS Dental Services Helpline on 0300 3301348.

Please note the information that 'Contract Amend' functionality will be unavailable on Compass between **6pm on Monday 20 July 2020 and 11am on Monday 27 July 2020** whilst the BSA run the annual reconciliation.

If you have made any performer changes on Compass but have not sent a correctly completed CAF form to the dental team for authorisation (to england.swdental@nhs.net or england.bgsd-dental@nhs.net), these changes will be automatically rejected and you will need to re-submit them when contract amend is available again. Please send any outstanding forms by 3pm on Friday 17th July at latest to allow time for approval.

- **PHE Coronavirus Resources for Practices**

Public Health England have designed some helpful posters for practices to display, that can help manage patient's expectations. Please download and print these from the following links:

Main page - <https://coronavirusresources.phe.gov.uk/nhs-resources-facilities/resources/>

Dental posters - <https://coronavirusresources.phe.gov.uk/nhs-resources-facilities/resources/isolate-your-household-nhs-resources-dental/>

- **Somerset:**

- **Orthodontic Triage Process – Taunton and Somerset NHS Foundation Trust**

Please see the letter to practices attached to this bulletin, from Jane Impey at Taunton and Somerset NHS Foundation Trust, regarding changes to acceptance criteria for in hospital services.

Please also reference the Somerset Orthodontic Referral Form attached and note the request that from 1st August 2020, all practices must email through their referrals - paper referrals received after 31st July will no longer be accepted and will be returned.

Emailed referrals to any service must be sent using your [secure NHS.net email account](#).

- **Photos requested for all soft tissue referrals to Maxillofacial Surgery (including 2WW)**

Please note the following request from The Somerset Maxillofacial Team:



Please would all General Medical and Dental practitioners who refer to the Maxillofacial Surgery Service, note that for all soft tissue referrals a photograph with the referral is required (e.g. mouth ulcers, lumps, white patches, skin lesions and 2WW patients).

As all departments are, we are looking at ways of reducing patient attendance where not required. With a clinical photo we can carry out a telephone appointment and hopefully directly book the patient, without the need for them to attend a face to face appointment.

If you are unable to take a photo in your surgery, please ask your patient to email a photo they have taken (with a smart phone) to the following address: maxphoto@tst.nhs.uk, including their name and date of birth. To reduce the potential for errors our preferred option is a photo sent with the referral letter.

Many thanks for your assistance with this initiative to speed up the Patient Pathway
The Somerset Maxillofacial Team

- **NHS Dental Services - Business Services Authority Knowledge Base**

We would like to remind practices of the Knowledge Base service, where you can search for a wide range of help on contractual and performer processes, Compass guidance and more, including common queries such as how to apply for maternity payments, retirement applications and claim related queries, which can be answered here rather than emailing the commissioning team. Simply type keywords into the search box for related topics.

Please bookmark and use the site which is also linked from the [main Compass page](#):
<https://nhsbsa-live.powerappsportals.com/knowledgebase/category/?id=CAT-01011>

[Back to top](#)

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

- **HEE Guidance on Fit Testing for Dental Professionals**

HEE has produced "Guidance on Fit Testing for Dental Professionals". Please see the attached Fit Testing Overview document and link to the full version.

https://www.yorksandhumberdeanery.nhs.uk/sites/default/files/heeyh_summary_of_guidance_on_fit_testing_for_dental_professionals_v2_11062020.pdf

The British Society of Paediatric Dentistry has also made available guidance on:

Trauma Guidance for Permanent Dentition COVID-19

Traumas Guidance for Primary Dentition COVID-19

This can be downloaded from their website

<https://www.bspd.co.uk/Professionals/Resources/BSPD-Guidelines>



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

[Back to top](#)

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

- None

[Back to top](#)

Updates from general dentistry, primary care and other bodies

- None

[Back to top](#)



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. Get BSA 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 or call **0333 200 1133**.

If you have recently changed your email or contact details we may hold, please notify 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.

[Back to top](#)

SW Dental Commissioning Team contact information

If you need to raise a query with the dental commissioning team, please email our generic email inboxes as shown below in the first instance, including your name, contract number, practice name and contact details. This will ensure a response from an appropriate member of available staff.

Bath & North East Somerset, Swindon and Wiltshire; Gloucestershire; Bristol, North Somerset and South Gloucestershire	Cornwall & the Isles of Scilly; Devon Dorset; Somerset
Email: england.bgs-w-dental@nhs.net Tel. 0113 82 53039	Email: england.swdental@nhs.net Tel. 0113 82 51518

