



## South West Issue 3 – August 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](mailto:england.swdental@nhs.net).

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## Items for action by practices/providers

- **Referrals to Urgent Dental Centres (UDCs)**

We have a 50% return on our survey 'preparedness to reopen dentistry', based on these returns and the demand for fit testing being low, we assume that all practices are now open for both AGP and Non AGP procedures. Whilst we have seen a reduction in numbers of patients being referred to UDCs, they continue to receive referrals made for patients with a regular dentist. If for any reason you are still unable to provide AGP procedures, we would ask that you make contact with us to discuss and understand next steps to resuming services.

Treatment that requires referral to a secondary care or specialist service, e.g. surgical extractions, should be appropriately referred via [usual referral routes](#), as would have applied prior to the Covid-19 circumstances. UDCs have reported receiving referrals for non-urgent patients with additional needs for example, instead of the usual special care dental pathway. This uses UDC resource to manage and delays the patient referral.

Should there be extremely exceptional circumstances/occasions where practices are not in a position to provide the services of their contract, we expect these to be notified and agreed with the dental commissioning team on a case by case basis, so we can understand the challenges and support you to carry out essential treatment for patients.

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- **Primary Dental Care Outbreak Reporting and Business Continuity Considerations**

All NHS providers, including NHS Dental Contractors are required to accurately report any local outbreaks of CoViD-19. To support this approach, we have developed an outbreak reporting process along with a reporting template for you to use (both attached to this email). We shared this with you in July and wanted to remind all Dental practices of the process as there has been a number of incidents / outbreaks reported through differing channels. The document is relevant for all dental contractors, community pharmacies and optometry settings.

When did you last refresh your Business Continuity Plan? We would also ask that you all review your business continuity arrangements in the light of CoVid19. Business continuity arrangements usually cover: staff, premises, equipment and IT. We now need to seriously think about how you would manage should there be a CoVid19 incident or outbreak at your practice.

- Do you have a process in place to manage practice closure, are your contact lists up to date?
- Consider reviewing Risk Assessments for this purpose to include in your business plan
- Do you have any local arrangements with neighbouring practices/providers i.e. to provide absence / holiday cover – working as a collective? This can help support continuity of service to your patients.

Local arrangements or buddying with neighbouring practices is important to ensure you can continue to meet your contractual obligations. Have you had a conversation with a neighbouring practice about providing some service if you are impacted by a nosocomial infection? Do you have a formal arrangement to provide mutual support to ensure patients who need to be seen, can access some care if your practice is affected? If you have not yet had that conversation please do so before an incident occurs, this can then be reflected in your business continuity arrangements.

If you are reporting an incident/outbreak, by completing the attached reporting templates and sending it to [england.swdental@nhs.net](mailto:england.swdental@nhs.net) - can you please ensure that you also send the reporting template to your [Local Dental Committee](#) who will be able to also offer



support. Thank you for your support with this and please do not hesitate to [contact us](#) if you wish to discuss this in more detail.

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- **COVID-19 PPE Portal for dentists and orthodontists**

NHS Dental Services on behalf of the Department of Health and Social Care, are contacting dental providers regarding the new PPE Portal.

The PPE Portal is an online platform delivered through a partnership between the Department of Health and Social Care, the NHS and the ecommerce industry. The portal supplies vital PPE, free of charge, to health and social care providers.

Between Monday 17 August and Friday 21 August, you will receive an email inviting you to register with the PPE Portal. For more information, read the PPE Portal communication in full: [PPE Portal: Communication for dentists and orthodontists](#). As the full communication requests, please check your relevant email accounts to ensure you have received and actioned the email from the PPE Dedicated Supply Channel, sent using emails held by the NHSBSA.

If you have any questions, please contact the PPE Portal Customer Service team on 0800 876 6802.

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- **CAS Alerts Distribution to Dental Contractors**

CAS or Central Alerting System Bulletins have been sent to all Dental Contractors from a number of sources. To reduce duplication, we have worked with the CSU (Commissioning Support Unit) to ensure that they have an up to date list of contacts and from now on, they will be issuing any relevant CAS alerts to you on our behalf. It is important that you keep your contact details up to date to ensure that your practice receives these important safety communications so please either [update us](#), or [CSU](#) when there are changes at your practice.

We will list the CAS alerts issued in each of these Dental Bulletins so that you can be sure that you know what has been issued.

- **Recent CAS Alerts:**

13/08/2020 [Non-sterile gowns Flosteril FLO-MED-8130](#)

04/08/2020 [CLASS 2 DRUG ALERT, ACTION WITHIN 48 HOURS, PHARMARAM LTD, CLEXANE 4,000IU \(40MG\)/0.4ML SYRINGES, PLPI 33652/0067](#)

20/07/2020 [Masks: type IIR from Cardinal Health – destroy affected lots](#)

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- **Dental Services (BSA) August Provider Bulletin published**

Please [click here to read the latest NHSBSA dental provider bulletin](#) which contains further information on:

- COVID-19 guidance
- Year-End Reconciliation letters
- Year-End Reconciliation: Activity actuals
- Submitting FP17s: Two month rule
- ARR processing
- Updating your National Insurance number
- New dentist profiles on NHS website

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

- **HEE dental post graduate virtual courses**

HEE South West are continuing to provide a programme of high quality post graduate dental education for all members of the dental team. Whilst face to face courses are on hold, we are continuing to develop our programme of virtual courses throughout the Autumn.

For a full list, please check <https://dental.southwest.hee.nhs.uk/about-us/dental-courses/> where new courses are added regularly. We welcome ideas for future courses, please contact [Katherine.Sugg@hee.nhs.uk](mailto:Katherine.Sugg@hee.nhs.uk).



[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)

- **Hands on Treatment Planning - from Home! Restorative Dentistry Managed Clinical Network free virtual event with Somerset LDC, Wednesday 7 October 2020, 18:00**

Southwest Restorative Managed Clinical Network, along with Somerset LDC invite you to an evening of virtual case discussion and treatment planning. This is a fantastic opportunity to ask Specialist colleagues and experienced GPs - what would you do? Prior to the event, participants will receive case notes and radiographs illustrating three real-life cases. The panel, made up of members of the MCN, will discuss various approaches to management as well as addressing questions from the audience. Amongst other issues, we expect to address failing crown and bridgework, toothwear, endodontic failure - when to extract. The MCN are aware of the challenges faced by those of us working within the NHS and will provide pragmatic, as well as aspirational advice.

For more information about attending the event please visit the following HEE website link: <https://www.maxcourse.co.uk/swdentalpg/userCourseDetails.asp?cKey=3043>

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

- **Primary Care GP Standard Operating Procedure update 10/08/2020**

We have been requested to cascade the attached document 'C0696 COVID-19 Primary Care SOP GP practice\_V3.4.pdf' for your information, which has also been shared with all community pharmacies, GPs and optometrists in England. For all latest guidance for clinicians and NHS managers please visit <https://www.england.nhs.uk/coronavirus/>.

- **National Parliamentary Awards Reminder – deadline 1<sup>st</sup> September**

The [NHS Parliamentary Awards](#) are designed to celebrate the work of all NHS staff and those who work alongside them to improve and join up care in their communities. This is a great opportunity to put forward those whose dedication to patients has been so inspiring over the past four months. Many of the categories lend themselves to the covid experience and this is an opportunity to recognise achievements and inspiration across health care. Nominees could be an individual, a team, or an entire organisation. There were three [national winners](#) from the South West last year, and would be great to see some nominations from South West dentistry. Please [view the categories here](#) and remember to [nominate](#) by 1<sup>st</sup> September 2020.



## 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 using the 'Ask Us' section at <https://www.nhsbsa.nhs.uk/compass> to search the 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**

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

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.

<b>Bath &amp; North East Somerset, Swindon and Wiltshire; Gloucestershire; Bristol, North Somerset and South Gloucestershire</b>	<b>Cornwall &amp; the Isles of Scilly; Devon Dorset; Somerset</b>
Email: <a href="mailto:england.bgs-sw-dental@nhs.net">england.bgs-sw-dental@nhs.net</a> Tel. 0113 82 51518	Email: <a href="mailto:england.swdental@nhs.net">england.swdental@nhs.net</a> Tel. 0113 82 53039

