



## South West Issue 4 – October 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).

**Bath & North East Somerset, Swindon and Wiltshire; Gloucestershire; Bristol, North Somerset and South Gloucestershire Cornwall & the Isles of Scilly; Devon Dorset; Somerset**

Email: [england.swdental@nhs.net](mailto:england.swdental@nhs.net)

Tel. 0113 82 51518 (for BNSSG, Somerset, Cornwall & the Isles of Scilly, Devon and Dorset)

Tel. 0113 82 53039 (Bath and North East Somerset, Swindon and Wiltshire, Glos)

### Contents

- [Items for action by practices/providers](#)
  - Register to the PPE portal for **FREE PPE** for all primary care providers
  - South West Quality Network 'Review, Refresh and Reset' Virtual Event (2nd November 2020, 10.00 – 16.00)
  - Updated COVID-19 Waste Management SOP now available
  - Flu vaccinations for dental practice staff
- [Health Education England \(HEE\) upcoming events, courses and resources](#)
  - HEE Focus on Autism, Learning Disabilities and Mental Health Awareness
- [Updates from the SW Local Dental Network \(LDN\) and Managed Clinical Networks \(MCNs\)](#)
  - Message from Oral Surgery Managed Clinical Network
- [Updates from general dentistry, primary care and other bodies](#)
  - New NHS Dentistry and Oral Health Bulletin
  - Coronavirus (COVID-19) Repository of Information (England only)
  - 'Looking after you too' – comms briefing pack



- University of Plymouth, Peninsula Dental School Virtual Evening (22<sup>nd</sup> October 2020, 18:00 – 19:30)
- Revised Guidance on Radiation Protection in Dental Practice
- [Guidance for common queries](#)
- [SW Dental Commissioning Team contact information](#)
  - Single point of contact email address as of **Monday 26<sup>th</sup> October 2020**

## Items for action by practices/providers

- **Register to the PPE portal for FREE PPE for all primary care providers**  
 To ensure all primary care providers have a resilient route for getting free COVID-19 PPE, order limits have been increased.  
 You must [Register and access the portal](#) using your CQC/MHRA/NHSE/NHS BSA registered email. [Guidance](#) on what PPE items you can order (including order limits) is also available. Call the customer service team on 0800 876 6802 if you have any questions about using the PPE portal. The team is available from 7am to 7pm, 7 days a week. The PPE portal will be the primary source of free COVID-19 PPE (including Flu vaccination requirements). However, if there is a severe disruption to distribution, in the first instance get in contact with your local authority or LRF. A gov.uk page will shortly be published with the local authority

---

- **South West Quality Network ‘Review, Refresh and Reset’ Virtual Event**  
 This event will be held virtually over Microsoft Teams, with a focus on delivering safe care in the context of the ongoing pandemic, particularly in relation to never events. The event will be facilitated by NHS England & NHS Improvement with a selection of internal and external speakers. Full details can be found on the enclosed flyer.

---

- **Updated COVID-19 Waste Management SOP now available**  
 Please follow the following link:  
[Waste management guidance for all healthcare facilities now updated](#)

---

- **Flu Vaccinations for staff**  
 Further to earlier comms, please can we reiterate the following message in relation to flu vaccinations for frontline staff:  
  
*“For frontline workers in primary care (general practice, community pharmacy, dentistry and optometry teams) - this is provided and funded by their employer in order to meet their responsibility to protect their staff and patients and ensure the overall safe running of services. Employers should emphasise to their staff that it is a professional responsibility for them to be vaccinated, both to protect the individual as well as preventing cross infection to patients.*  
  
*Some staff may be eligible for a free NHS vaccine, which they can access at their registered GP practice or a community pharmacy, if they fall within one of the eligible cohorts set out in the Updated Annual Flu Letter.”*

[Back to top](#)



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

- **HEE Focus on Autism, Learning Disabilities and Mental Health Awareness**

HEE would like to signpost some useful e-learning for healthcare programmes, that will help the management of patients who may find the new ways of working in clinical settings difficult.

Register on e-LfH at <https://www.e-lfh.org.uk>. Once registered, go onto my e-learning and search:

Autism Awareness (AUT), Mental Health Awareness Programme (MHP) - Mental Health for Healthcare Professionals - Module 1.

In addition, the Open University offers a FREE module on Learning Difficulties:

<https://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=68909>

and several on mental capacity assessment:

<https://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=68909&section=1>

There is also a lot of information and resources accessible at:

<https://www.gov.uk/government/publications/oral-care-and-people-with-learning-disabilities>

For further information on and other courses and all of the above, please use the link below.



[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)

- **Message from the Oral Surgery Managed Clinical Network**

The ongoing impact of the Covid-19 is still affecting the provision of Oral Surgery Services by Secondary Care and Tier 2 providers. Providers are working with NHSE&I to recover services. However, it is acknowledged limitations of services have reduced the number of patients that can be seen in outpatient clinics.

**Referral centres are accepting referrals, and most Oral Surgery providers are now conducting virtual consultations with patients.** Access for treatment under sedation and general anaesthetic remains limited at this time. Those providers who receive direct referral such as Bristol Dental Hospital are also accepting referrals.

**Provider priorities are:**

- Completion of patients listed for treatment prior to the pandemic who had their appointments cancelled. This also includes Paediatric GA services.
- Accepting referrals from primary care
- Fast track referrals for suspected cancer.

When triaging patients and assessing whether a referral for oral surgery is appropriate, managing patient expectations is important. It would be helpful if the current state of available services from oral surgery providers is discussed with patients. Virtual



consultations, where available, are proving to be successful as many patients are wary about attending in person. This is aided by the quality of information provided in referrals.

Please provide as much information as you can together with good quality copies of radiographs. In order to avoid further delays to patients, we encourage you to make referrals via email wherever possible. Please ensure referrals are sent from a secure NHS email account. Referral forms and guidance can be found on our website

<https://www.england.nhs.uk/south/info-professional/dental/dcis/forms/>

If you have any concerns about a referral, please contact your oral surgery provider who will be happy to discuss cases with you.

[Back to top](#)

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

- **New NHS Dentistry and Oral Health Bulletin**

In October we are launching the new NHS Dentistry and Oral Health update, which is a bulletin rounding up all the latest news and important resources for anyone working in NHS dental services. News will continue to be shared in the primary care bulletin, too. Although this bulletin is for NHS dental teams, private practices are welcome to sign up as they may find this information of interest. Please click here to subscribe: <https://www.england.nhs.uk/email-bulletins/dentistry-oral-health-update/>

---

- **Coronavirus (COVID-19) Repository of Information**

There are two newly uploaded published documents, regarding the repository of information, on the Compass homepage (<https://www.nhsbsa.nhs.uk/compass>). They are located in the 'Coronavirus (COVID-19) Repository of Information – England only' heading once you have clicked onto the link.

---

- **'Looking after you too' – comms briefing pack**

This document provides an overview of the [#LookingAfterYouToo coaching support for primary care staff](#), an individual coaching support offer for primary care staff. Recognising that frontline staff are facing many challenges, a support programme was launched on 24 April 2020. It is available 7 days a week, 8:00am – 10:00pm Monday to Friday and 10:00am – 6:00pm Saturday and Sunday. Coaching sessions will continue throughout the COVID-19 pandemic until at least March 2021. Full details can be found on the comms briefing pack enclosed with this bulletin.

---

- **University of Plymouth, Peninsula Dental School Virtual Evening (Thursday 22<sup>nd</sup> October, 18:00 – 19:30)**

Following the success of their first event, the dental school are hosting another virtual evening on 22/10/20.

During the session you will have the opportunity to the lean about the structure of postgraduate dental programmes, including insight into the brand new programme, MSc Endodontics.



Eithne Fyfe will also deliver a live talk on Coronavirus and Oral Surgery ‘Experience of Oral Surgery provision during Covid-19.’ Book your place now by emailing [meddent-events@plymouth.ac.uk](mailto:meddent-events@plymouth.ac.uk)

---

- **Revised Guidance on Radiation Protection in Dental Practice**

The Faculty of General Dental Practice and Public Health England have published revised guidance on radiation protection in dental practice. This can be found here [Revised guidance on radiation protection](#)

[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 assistance with Compass, e.g. adding/removing performers or changing NPE values, can be 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**

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.

[Back to top](#)

## SW Dental Commissioning Team contact information

Please be advised, as of Monday 26<sup>th</sup> October 2020, we will have a **single point of contact** for our generic email account ([england.swdental@nhs.net](mailto:england.swdental@nhs.net)). All emails sent to [england.bgsw-dental@nhs.net](mailto:england.bgsw-dental@nhs.net) will be redirected after this date. If you need to raise a query with the dental commissioning team, please email our generic email inbox in the first instance, including your name, contract number, practice name and contact details.

