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Managing the 2022/23 year-end reconciliation

Guidance to support dental contract management arrangements for the 2022/23 year-end reconciliation

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1. Introduction

From 1 July 2022 primary care dental services have [returned to usual contracting arrangements](#). This is in line with the Government's Living with COVID-19 strategy, and the removal of the dental SOP from 1 April 2022. A temporary [further period of income protection](#) was in place for the first quarter of 2022/23 (1st April to 30th June 2022) for dental contractors delivering mandatory services, with the exception of practices that have exited the prototype programme, where income protection was in place throughout 2022/23.

We are aware that due to the Covid-19 restrictions in place at the start of the year, dental contractors have continued to experience challenges in contract delivery as a consequence of the pandemic. This guidance sets out that on an exceptional basis for 2022/23 only, a revised contract tolerance of 90% for UDA based contracts will be in place, to support practices by reducing financial recovery in 2023, and to create an extended recovery period by prioritising capacity towards patients who have been unable to access care as the NHS emerges from the pandemic.

This guidance sets out the arrangements and principles for end of year reconciliation across the year for general dental service contracts (GDS) and personal dental services agreements (PDS) within England.

2. Glossary

Definition of terms

To aid with the understanding of this document the following terms are used with the attached meaning:

Performance threshold – this refers to the level of activity required for full NHS income protection to be applied as part of the 2022/23 year-end reconciliation:

- 1 April to 30 June 2022 (Q1); 95% contracted UDAs
- 1 April 2022 – 31 March 2023; 90% contracted UDAs for practices that exited the prototype programme on 31 March 2022.

Minimum threshold – this refers to the level of activity necessary to benefit from income protection, as set out in communications to the sector in 2022:

- 1 April 2022 to 30 June 2022 (Q1); 95% contracted UDAs
- 1 April 2022 to 31 March 2023; 75% contracted UDAs for practices that exited the prototype programme on 31 March 2022.

Revised full year tolerance threshold – this refers to the revised full year performance tolerance of contracted UDAs for all contracts delivering mandatory services.

- 1 April 2022 – 31 March 2023 a revised full year performance tolerance of 90% contracted UDAs for all contracts delivering mandatory services, with a carry forward of non-delivered activity into contract year 2023/2024.

12.75% Variable adjustment – this refers to the variable adjustment to reflect reduced patient care activity and will be applied on non-delivered activity above the performance threshold where this applies as part of income protection.

Dental Foundation Trainee (DFT) Activity – this refers to UDAs delivered by Dental Foundation Trainees and whether they will contribute to the scheduled activity of the trainer’s mandatory services contract.

- 1 April 2022 to 30 June 2022 (Q1) includes dental foundation trainee activity;
- 1 July 2022 to 31 March 2023 excludes dental foundation trainee activity.

Negotiated Annual Contract Value – the annual payment received by the contractor.

Scheduled activity – this refers to actual activity delivered.

Adjusted scheduled activity – this refers to activity delivered which has been adjusted to reflect any carry forward.

Total contracted units of dental activity (UDAs) / units of orthodontic activity UOAs – the number of UDAs/UOAs contracted to be delivered over a financial year.

Carry forward activity – the number of UDAs/UOAs carried forward from the previous financial year(s).

FP17 / FP17O – claim form used to submit patient activity/treatment information.

Category 1 – NHSBSA responsible for year-end annual reconciliation where details recorded in Compass are up to date and accurate. This includes practices which have exited prototype arrangements.

Category 2 – NHSBSA responsible for year-end annual reconciliation where the commissioner has supplied additional information to NHSBSA.

Category 3 – Commissioner responsible for the year-end annual reconciliation and confirming delivery position.

3. Arrangements for reconciling year end activity

Measurement of contract delivery

1. To reflect the income protection measures in place for contractors delivering mandatory services (measured using UDAs), the end of year report will identify practice delivery against:
 - 1 April 2022 to 30 June 2022, described as Quarter 1 (including dental foundation trainee activity)
 - A full year delivery total against a reduced performance threshold, inclusive of any carry forward activity.
2. Contractors delivering mandatory services (measured using UDAs) who exited the prototype programme on 31 March 2022 will receive a single year end position inclusive of any carry forward activity recognising income protection and the minimum threshold in place throughout the year.
3. All other contractors will receive a single year end position inclusive of any carry forward activity.

4. Activity delivered by dental foundation trainees between 1 April 2022 to 30 June 2022 only will count towards the scheduled activity of the trainer's mandatory services contract. Activity delivered by the dental foundation trainees from 1 July 2022 will not count towards the scheduled activity of the trainer's mandatory services contract.

Carry forward of activity from previous year(s)

5. There was no provision for under or over-delivered activity from 2021/22 to be carried forward into contract year 2022/23 however there may have been local agreements to carry forward 2019/20 activity in to 2022/23. Where this has been agreed:
 - Carry forward of under delivered activity (UDA/UOA) will be deducted from the scheduled activity between 1 April to 30 June (unless otherwise agreed). If this deduction has the effect of taking a contract below the minimum threshold, then the under delivered activity will be deducted from the total scheduled activity at the end of the year.
 - Carry forward of over-delivered activity will be allocated to the total scheduled activity at the end of the year. If a contractor is below the minimum threshold, then the carry forward should be distributed in a way to minimise the financial impact on practices.

General conditions required for income protection.

6. In order to receive income protection, the minimum or performance threshold and contractual requirements must be met where they applied.

Where income protection will not apply

7. Where a contractor has performed below the minimum threshold, where it applies, contractors will only be paid for activity delivered.

Arrangements in place for practices that exited the prototype programme

8. Full year partial income protection arrangements were in place for contractors that exited the prototype programme. Where contractors have met all the conditions of income protection and achieved or exceeded 90% of their contracted activity, the contractor will be eligible for 100% of their actual contract value adjusted for variable costs to reflect reduced patient care

activity. This variable rate will be calculated as below as previously communicated:

- 12.75% variable adjustment 1 April 2022 to 31 March 2023 – for non-delivered activity above 90% where practices that exited the prototype programme on 31 March 2022 have met the performance threshold.
9. Contractors will be allowed to carry forward undelivered activity between 80% to 90% with no loss of income. The variable adjustment will continue to apply to undelivered UDAs above 90% of contracted activity as above.
 10. Contractors who do not wish to carry forward undelivered activity between 80-90% as described above or who have delivered activity volumes below the 90% performance threshold but above the minimum threshold of 75% will be subject to partial financial recovery as previously communicated.
 11. Contractors must have delivered 100% or above of actual contracted activity to be remunerated up to a maximum of 110% contract value/activity at the contract indicative UDA rate for 2022/23 as part of the national offer already communicated.

End of year reconciliation for contracts delivering mandatory services

12. In the case of any contractor delivering 100% of their total actual annual contract activity across the year, irrespective of how that activity is distributed across the year, they will be deemed to have successfully delivered actual contract activity and no adjustment to contract payment will be made at year end.
13. Where less than 90% of the total actual annual contract activity has not been delivered, financial recovery will apply.
14. In the case of any contractor delivering 90%-100% of their total actual annual contract activity across the year, irrespective of how that activity is distributed across the year, we are offering a revised performance tolerance of 90% with non-delivered activity between 90%-100% being carried forward into 2023/24 contract year. Contractors who do not wish to take up this offer must notify their commissioner within 28 days of receipt of their year-end letter.

15. Where contractors have met all the conditions of income protection within quarter one and achieved or exceeded the performance threshold where it applies, the contractor will be eligible for 100% of their actual contract value in that period adjusted for variable costs to reflect reduced patient care activity. This variable rate will be calculated as below:
 - 12.75% variable adjustment 1 April 2022 to 30 June 2022 – for non-delivered activity above 95% where contractors have met the performance threshold.
16. Full financial recovery for all under performance will apply where a contractor has not met the quarter one performance threshold and not delivered at least 90% over the financial year.
17. Contractors that do not wish to take up the offer of a reduced threshold for carry-forward of activity will be subject to normal full year contract arrangement thresholds at 96%. Quarter one income protection arrangements will apply where 100% of the total actual annual contract activity has not been delivered and the performance threshold has been met.

Opportunity to deliver above 100% of contracted UDA activity

18. Contractors delivering mandatory services will be remunerated up to a maximum of 110% contract value/activity at the contract indicative UDA rate for 2022/23 as part of the national offer already communicated.
19. Contractors delivering Orthodontic activity must seek commissioner approval for delivery up to 110%. If approved by the commissioner, contractors will be remunerated up to a maximum of 110% contract value/activity at the contract indicative UOA rate for 2022/23.
20. If a contractor wants to carry forward over delivered activity (up to 2%) instead of receiving a full payment then it will be at the commissioners discretion to consider the appropriateness of the individual circumstances as part of the decision making process. When considering the appropriateness of the individual circumstances, commissioners must consider the impact that any carry forward will have on available capacity in 2023/24.

Contracts below tolerance where alternative repayment plans have commenced

21. Where local agreements are in place for contractors as part of an extended repayment plan, the final financial recovery will be adjusted as part of the year-end reconciliation process to account for final performance and any re-payments already made. All financial recoveries should be complete by the end of financial year 2023/24.

Contracts adjusted following introduction of a minimum indicative UDA value

22. NHS England introduced a minimum indicative UDA value of £23 from 1 October 2022. Where this applied either the NACV increased or the contracted UDAs were reduced. The arrangements outlined above will apply to these contracts and annual activity will be a combined year end position inclusive of any carry forward activity. Any activity delivered by affected contractors as part of the national offer to fund up to 110% will be remunerated at the new UDA value.
23. Where there is a financial recovery for performance below tolerance, the calculation will use an average of the UDA indicative contract value over the year.

Community Dental Services and Tier 2 and 3 contractors

24. These services are usually category 3 contracts and commissioners will have local commissioning and monitoring arrangements with contractors delivering these services.
25. Commissioners continue to be responsible for the year end reconciliation of these contracts.

4. Exceptional circumstances

26. There may be instances in which a contractor is unable to fulfil its requirements to deliver the annual contractual activity due to an adverse event.

27. The established process outlined in chapter 17 (titled 'Adverse Events') of NHS England Policy Book for Primary Dental Services should be followed in these circumstances.
28. The commissioner will have regard to the circumstances listed in Annex 49 of the Policy Book for Primary Dental Services: Appendices.
29. Contractors are contractually required to inform commissioners at the earliest opportunity if they feel that any contractual conditions cannot be met due to exceptional circumstances.
30. Contractors are also encouraged to work with the commissioner to improve compliance to improve access and reduce the likelihood of financial recovery being implemented.

5. Appendix 1 – worked examples

Example 1 - UDA contract has met performance threshold for Q1 and within tolerance (90-100%) over the year

	April to June 22	July 22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs	3,000	9,000	12,000
Adjusted scheduled Activity	2,850	8,800	11,650
% activity delivered	95.00%	97.78%	97.08%
Year-end reconciliation allocation of activity			
Total no. of Undelivered UDAs			350
No. of Undelivered UDAs (for Adjustment)	150		150
Adjustment for undelivered UDAs - (£)	£497.25*		£497.25
Repayable in 3 monthly instalments	£165.75		£165.75
Carry forward of Undelivered UDAs		200**	200

1. The calculation for the adjustment for undelivered UDAs will be based on actual scheduled activity delivered.

*= *Total no. of Undelivered UDAs x Indicative UDA value x 12.75% Adjustment for undelivered UDAs*

2. The calculation for carry forward for undelivered UDAs/UOAs will be based on actual scheduled activity delivered.

**= *Contracted Activity April 2022 to March 2023 – Adjusted Scheduled Activity – No. of Undelivered UDAs (for Adjustment)*

Example 2 - UDA contract below performance threshold for Q1 and within tolerance (90 - 100%) over the year

	April to June 22	July 22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs	3,000	9,000	12,000
Adjusted scheduled Activity	2,800	9,050	11,850
% activity delivered	93.33%	100.56%	98.75%
Year-end reconciliation allocation of activity			
No. of Undelivered UDAs	200		200
No of Over delivered UDAs		50	50
Carry forward of Undelivered UDAs			150*

1. The contractor will carry forward all underdelivered activity. The calculation for carry forward for undelivered UDAs/UOAs will be based on actual scheduled activity delivered.

**= Total Contracted Activity – Adjusted Scheduled Activity*

Example 3 – UDA contract has met performance threshold for Q1 but delivers under 90% over the year

Time Period	April to June 22	July 22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs per time period	3,000	9,000	12,000
Adjusted scheduled Activity	2,850	7,900	10,750
% activity delivered	95.00%	87.78%	89.58%
Year-end reconciliation allocation of activity			
Total no. of Undelivered UDAs			1,250
No. of Undelivered UDAs (for Adjustment)	150		150
Adjustment for undelivered UDA's - (£)	£497.25*		£497.25
No. of Undelivered UDAs (for full recovery)		1,100	1,100
Financial recovery for undelivered UDAs		£28,600.00**	£28,600.00
Total Financial Recovery			£29,097.25
Repayable in 3 monthly instalments	£165.75	£9,533.33	£9,699.08

1. The calculation for the adjustment for undelivered UDAs/UOAs will be based on actual scheduled activity delivered.

*= *Total no. of Undelivered UDAs x Indicative UDA value x 12.75% Adjustment for undelivered UDAs*

2. The calculation for the full recovery for the remaining undelivered UDAs will be:

**= *Total no. of Undelivered UDAs – No. of Undelivered UDAs (for Adjustment) x Indicative UDA value*

Example 4 – UDA contract below performance thresholds for Q1 and delivers under 90% over the year

	April to June 22	July 22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs	3,000	9,000	12,000
Adjusted scheduled Activity	2,700	8,000	10,700
% activity delivered	90.00%	88.89%	89.17%
Year-end reconciliation allocation of activity			
No. of Undelivered UDAs (for recovery)	300	1,000	1,300
Financial recovery for undelivered UDAs	£7,800.00	£26,000.00	£33,800.00
Total Financial Recovery			£33,800.00*
Repayable in 3 monthly instalments			£11,266.67

1. The usual financial recovery arrangements will apply and the contractor will receive contractual payment for delivered activity only.

*= No. of Undelivered UDAs x Indicative UDA value

Example 5 – UDA contract below performance thresholds for Q1 and delivers under 90% over the year with a local repayment plan

	April to June 22	July22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs	3,000	9,000	12,000
Adjusted scheduled Activity	2,600	7,900	10,500
% activity delivered	86.67%	87.78%	87.50%
Year-end reconciliation allocation of activity			
No. of Undelivered UDAs (for recovery) as at 31 March 2023	400	1,100	1,500
Financial recovery for undelivered UDAs	£10,400.00	£28,600.00	£39,000.00
Estimated Total Financial Recovery			£39,000.00*
Amount repaid			£13,000.00
Actual No. of Undelivered UDAs (for recovery) as at 31 May 2023	400	1000	1,400
Revised financial recovery for undelivered UDAs	£10,400.00	£26,000.00	£36,400.00
Outstanding Financial Recovery			£23,400.00**

1. The usual financial recovery arrangements will apply and the contractor will receive contractual payment for delivered activity only.

*= Estimated no. of Undelivered UDAs x Indicative UDA value

**= Revised financial recovery for undelivered UDAs – Amount repaid over 4 months

Example 6 - UDA contract below performance threshold for Q1 but delivers above 100% over the year

	April to June 22	July22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26			
Indicative UDA value	£26.00		
% Performance Threshold	95%		
Adjustment for undelivered UDAs	12.75%		
Indicative contracted UDAs	3,000	9,000	12,000
Adjusted scheduled Activity	2,800	9,250	12,050
% activity delivered	93.33%	102.78%	100.42%
Year-end reconciliation allocation of activity			
No. of Undelivered UDAs	200		200
No. of Over delivered UDAs		250	250
Total No. of Over delivered UDAs (for payment)			50
Payment for Overdelivered UDAs			£1,300*

- Contractors will be remunerated at the contract indicative UDA value for 2022/23 up to a maximum of 110% contract value/activity. Where the indicative value has been changed payment will be at £23.

*= UDA activity above total annual contracted activity x Indicative UDA value

Example 7 – Practice below 90% over the year where indicative UDA value was changed from 1st October (NACV increased)

	April to June 22	July 22 to September 22	October 22 to March 23	Total April 22 to March 23
Example of an annual contract of UDAs 12,000 with a TCV of £252,000. Original indicative UDA value of £21 with increase to NACV from 1 st October to reflect indicative UDA value of £23				
Indicative UDA value	£21.00	£21.00	£23.00	£22.00
% Performance Threshold	95%			
Adjustment for undelivered UDAs	12.75%			
Indicative contracted UDAs	3,000	3,000	6,000	12,000
Adjusted scheduled Activity	2,850	2,600	5,200	10,650
% activity delivered	95.00%	86.67%	86.67%	88.75%
Year-end reconciliation allocation of activity				
Total no. of Undelivered UDAs	150	400	800	1,350
No. of Undelivered UDAs (for Adjustment)	150			150
Adjustment for undelivered UDA's - (£)	£401.63*			£401.63
No. of Undelivered UDAs (for recovery)		400	800	1,200
Financial recovery for undelivered UDAs				£26,400.00**
Total Financial Recovery				£26,801.63
Repayable in 3 monthly instalments				£8,933.88

- The contractor will receive contractual payment for delivered activity only. The financial recovery will use an average of the UDA indicative contract value over the year reflecting a combined year end position. The calculation will need to be adjusted if the performance threshold has been achieved in Q1.

*= Total no. of Undelivered UDAs (for Adjustment) x Indicative UDA value x 12.75% Adjustment for undelivered UDAs

**= Total no. of Undelivered UDAs – No. of Undelivered UDAs (for Adjustment) x average Indicative UDA value

Example 8 – Practice below 90% over the year where indicative UDA value was changed from 1st October (UDAs reduced)

	April to June 22	July 22 to September 22	October 22 to March 23	Total April 22 to March 23
Example of an annual contract with a TCV of £252,000. Original annual contract of 12,000 UDAs reduced from 1 st October to give indicative UDA value of £23				
Indicative UDA value	£21.00	£21.00	£23.00	£22.00
% Performance Threshold	95%			
Adjustment for undelivered UDAs	12.75%			
Indicative contracted UDAs	3,000	3,000	5,478	11,478
Adjusted scheduled Activity	2,850	2,600	4,750	10,200
% activity delivered	95.00%	86.67%	86.71%	88.87%
Year-end reconciliation allocation of activity				
Total no. of Undelivered UDAs	150	400	728	1,278
No. of Undelivered UDAs (for Adjustment)	150			150
Adjustment for undelivered UDA's - (£)	£401.63*			£401.63
No. of Undelivered UDAs (for recovery)		400	728	1,128
Financial recovery for undelivered UDAs				£24,816.00**
Total Financial Recovery				£25,217.63
Repayable in 3 monthly instalments				£8,405.88

1. The contractor will receive contractual payment for delivered activity only. The financial recovery will use an average of the UDA indicative contract value over the year reflecting a combined year end position. The calculation will need to be adjusted if the performance threshold has been achieved in Q1.

*= Total no. of Undelivered UDAs (for Adjustment) x Indicative UDA value x 12.75% Adjustment for undelivered UDAs

**= Total no. of Undelivered UDAs – No. of Undelivered UDAs (for Adjustment) x average Indicative UDA value

Example 9 - Contract exiting prototype programme that has met minimum performance threshold over the year (below 80%)

	April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26	
Indicative UDA value	£26.00
% Performance Threshold	90%
% Minimum Threshold	75%
Adjustment for undelivered UDAs	12.75%
Contracted UDAs	12,000
Adjusted scheduled Activity	9,250
% activity delivered	77.08%
Year-end reconciliation allocation of activity	
Actual No. of Undelivered UDAs	2,750
Partial financial recovery to 80% of contract value	£57,200*
Repayable in 3 monthly instalments	£19,066.67

1. The calculation for the financial recovery for undelivered UDAs/UOAs will be based on actual scheduled activity delivered and subject to a partial recovery to 80% of the contract value.

**= Contracted UDAs – Adjusted scheduled Activity x Indicative UDA value x 80%*

Example 10 - Contract exiting prototype programme that has delivered between 80% to 90%

Time Period	April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26	
Indicative UDA value	£26.00
% Performance Threshold	90%
% Minimum Threshold	75%
Adjustment for undelivered UDAs	12.75%
Contracted UDAs per time period	12,000
Adjusted scheduled Activity	10,000
% activity delivered	83.33%
Year-end reconciliation allocation of activity	
Actual No. of Undelivered UDAs	2,000
Carry forward of Undelivered UDAs	800*
No. of Undelivered UDAs (for Adjustment)	1,200
Adjustment for undelivered UDA's - (£)	£3,978.00*
Repayable in 3 monthly instalments	£1,326.00

1. Contractors will be allowed to carry forward undelivered activity between 80% to 90%.

*= *Total Contracted Activity x 90% – Adjusted scheduled Activity*

2. The calculation for the adjustment for undelivered UDAs above 90% will be based on actual scheduled activity delivered.

**= *No. of Undelivered UDAs (for Adjustment) x Indicative UDA value x 12.75% Adjustment*

Example 11 - Contract exiting prototype programme that has met performance threshold over the year

	April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26	
Indicative UDA value	£26.00
% Performance Threshold	90%
% Minimum Threshold	75%
Adjustment for undelivered UDAs	12.75%
Contracted UDAs	12,000
Adjusted scheduled Activity	11,000
% activity delivered	91.67%
Year-end reconciliation allocation of activity	
Actual No. of Undelivered UDAs	1,000
Adjustment for undelivered UDA's – (£)	£3,315.00*
Repayable in 3 monthly instalments	£1,105.00

1. The calculation for the adjustment for undelivered UDAs will be based on actual scheduled activity delivered.

*= *No. of Undelivered UDAs x Indicative UDA value x 12.75% Adjustment*

Example 12 - Contract exiting prototype programme below minimum performance threshold over the year

	April 22 to March 23
Example of an annual contract of UDAs 12,000 TCV of £312,000 Indicative UDA value of £26	
Indicative UDA value	£26.00
% Performance Threshold	90%
% Minimum Threshold	75%
Adjustment for undelivered UDAs	12.75%
Contracted UDAs	12,000
Adjusted scheduled Activity	8,500
% activity delivered	70.83%
Year-end reconciliation allocation of activity	
Actual No. of Undelivered UDAs	3,500
Full financial recovery	£91,000*
Repayable in 3 monthly instalments	£30,333.33

1. The usual financial recovery arrangements will apply. The calculation for the financial recovery for undelivered UDAs will be based on actual scheduled activity delivered.

*= *Contracted UDAs – Adjusted scheduled Activity x Indicative UDA value*

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