

Dental Bulletin

April 2017 - Issue SW15

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About this Bulletin

To minimise the number of emails sent to practices across the South West, NHS England is using this monthly bulletin as its main method of communication with Dental Practices.

The bulletin contains important information for Dental Practices, which might include requests for information and deadlines, as well as updates on issues relating to dental contracts. We are currently reviewing our processes across the South West and will keep you informed through this bulletin.

Copies of previous editions of the Dental bulletin, useful forms and links to helpful websites and resources can be found on our webpages - <http://www.england.nhs.uk/south/publications/dcis-prof/dental/>

If you have any questions or wish to provide feedback, please contact your dental team.

NHS England Dental Team Contacts

First Point of Contact: - england.swdental@nhs.net – PLEASE NOTE NEW CORRESPONDENCE EMAIL ADDRESS (since October 2016)

- Fiona Clace – Primary Care Administrator – 0113 824 8820



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| <ul style="list-style-type: none"> ➤ Andrew Harris – Contract Manager
0113 824 8808 or 0790 909 9209 ➤ Lynn Combes – Primary Care Support
0113 824 8970 or 0746 768 9372 ➤ Sarah McFarlane – Primary Care Support
0113 824 8799 or 0790 022 0697 | <ul style="list-style-type: none"> ➤ Rachel Coke – Assistant Contract Manager
0113 825 3581 or 0750 003 2229 ➤ Debbie Freeman – Primary Care Support
0113 825 3591 ➤ Maxine Quantrill – Primary Care Support
0782 445 1261 |
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Peninsula House, Kingsmill Rd, Tamar View Industrial Estate, Saltash, Cornwall PL12 6LE

BNSSSG

4th Floor, South Plaza, Marlborough St, Bristol BS1 3NX

Annual Reconciliation Report

From 1st April 2017, your Annual Reconciliation Report (ARR) for 2016/17 was available to complete in Compass, there is no facility for this to be completed on paper. See the link below to access information on how to complete your ARR for 2016/17. To complete the process successfully, providers and performers will work together to discuss and agree the ARR figures using Compass. All providers and performers must complete this by 30 June 2017.

Guidance can be found here; <http://www.nhsbsa.nhs.uk/2026.aspx>

SOUTH WEST LOCAL DENTAL NETWORK NEWSLETTER

The second meeting of the newly formed South West Local Dental Network was held using video conferencing from the NHS England offices at Saltash and Bristol.
(Please see full newsletter attached with this bulletin)

New BSA Website

The NHSBSA has just launched the Beta version of its new website. The website address remains the same and any bookmarks or favourites you've got saved are being automatically redirected to the corresponding page on the new site. But can you make sure you update any bookmarks or favourites you've got saved.

Occupational Health – New provider

Heales Medical is the new provider of Occupational Health services for dental practices. To register you will need an authentication code which consists of a letter and 5 numbers and is referred to as your V code. This code is your contract location code which can be found on Compass prefixed with V and is also the code you use for your Information Governance toolkit.

Telephone: 0844 842 1755

Email: info@heales.com

Website: <http://www.heales.com/>

Delivering Better Oral Health

See attached letter from Sandra White, National Lead for Dental Public Health, Public Health England advising you of revisions to DBOH which have now been on:

<https://www.gov.uk/government/publications/delivering-better-oral-health-an-evidence-based-toolkit-for-prevention>

In addition, **2 NEW DBOH factsheets** will be published which summarise the key actions for oral health improvement for adults and children.

DBOH is a key source of evidence based advice for dental teams and wider professional groups.

End of Year reconciliation 2016 – 2017

Julia Cory, Head of Primary Care, recently wrote to all dental providers to advise how we wish to reflect the performer list issues in our handling of the 16/17 contract management process. (Letter attached for full details)

We have been issued with an interim policy and guidance that enables NHS England commissioners at a local level to manage dental contracts flexibly. This is to mitigate the impacts upon those dental practices that have been unable to fulfil their contracted units of dental activity as a result of the performer's list delays.

Contracts which have been affected by a significant delay in recruitment (e.g. a delay of more than 16 weeks) and you are not expecting to deliver between 96 – 100% of your contract, then you may apply to carry forward under used UDAs for delivery in 17/18, see template attached to be returned to your local office no later than **31 May 2017**.

Tolerance for over delivery will remain at 102%.

Dental charges 2017/18

Dental charges have been uplifted 5% with effect from 1st April 2017 and are now:

Band 1 £20.60

Band 2 £56.30

Band 3 £244.30

Please see attached poster to display in practice.

The March edition of your PCSE bulletin is attached and in this bulletin, you'll find updates on:

- NPL1 applications

See attached for the full edition, including Primary Care Support England contact details.

Dementia Awareness Session - Free CPD course for the dental team

Interactive and practical dementia training for dentists, nurses, hygienists, practice managers and receptionists, which aims to:

- provide guidance to dental teams around the management of dental care for people living with dementia.
- improve the general experience of attending the dental practice for those living with dementia and their carers.
- award a "dementia friend" status to all participants.

2-5pm on 13th July 2017 (lunch and registration from 1pm) at the Future Inn Plymouth, 1 William Prance Rd, Plymouth PL6 5ZD

Please see attached LDN newsletter and poster for further details and how to book your place.

Numbers for urgent or out of hour's treatment:

Devon patients -Tel: **03330 063 300** (local call charges apply)

Cornwall patients – Tel: **0333 405 0230**
(Please see flyer attached to this bulletin)

NHS complaints procedure – KO41B – 16/17

See copy of attached letter recently sent to contractors regarding the collection of data re complaints received between 01/04/16 & 31/03/17.

Update on emergency, out of hours and specialist dental services in Cornwall

On 1st April 2016, the provision of emergency, out of hours and specialist dental services split from 'Peninsula Community Health CIC' and became an independent Community Interest Company in its own right.

The company running these services was renamed as Smile: Together, underneath this sits the Dental Services now known as West Country Dental Care.

See attached letter for further details.

The change of name and brand will have no effect on the services provided. A new telephone facility has been installed to provide greater capacity for patient contact. number is: 0333 405 0290.

Invitation to members of the Avon LDC – MCN presentation

You are invited to attend the next meeting of the Avon LDC.

Topic: Managed Clinical Networks - The Future of NHS Dental Commissioning
Venue: Future Inns, Cabot Circus
Date: Weds 3 May 2017
Format: Buffet 18.30, presentations at 19.00 with a Q&A. Expected finish time 21.00
Parking: 50% off parking in Cabot car park
Details: The Managed Clinical Networks are tasked by NHS England to develop models of commissioning of dental services in each of the specialties in both primary and secondary care. The Chairs of the MCNs would like to share with contractor what they have developed in the early stages and how they envisage the services developing over the next few years. Presentations will be given by the four chairs:

Chris Bell, MCN Chair Oral Surgery and Oral Medicine
Tony Brooke, MCN Special Care Dentistry and Paediatrics.
Matt Jerreat, MCN Chair Restorative
Joe McGill, MCN Chair, Orthodontics