



February 2020 - Issue SW37

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, which might include requests for information and deadlines, as well as notifications relating to dental contracts or learning. The bulletin is intended to be read by dental contractors, practice managers, dentists and any key staff within practices, so please 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.

Key Upcoming Deadlines:

Compass Processing cut off date for April (M12) pay date

20/03/2020

Contents

- [Items for all practices/providers](#)
 - Novel Coronavirus (COVID-19) Bulletins and alerts
 - Central Alerting System (CAS) Alerts
- [Items related to practices in Bristol, North Somerset, Somerset and South Glos](#)
 - None
- [Items related to practices in Devon, Cornwall, Devon, Isles of Scilly and Dorset](#)
 - Dorset transition into the South West team
- [Health Education England \(HEE\) upcoming events, courses and resources](#)
 - Focus on Oral Surgery Courses with HEE including “An update on local anaesthetic, patient assessment and paediatric extractions” - Thu 14 May 2020
- [Updates from the SW Local Dental Network \(LDN\) and Managed Clinical Networks \(MCNs\)](#)
 - None
- [Updates from general dentistry, primary care and other bodies](#)
 - Peninsula Dental School and Bristol Dental School links for courses
- [Guidance for common queries](#)
- [SW Dental Commissioning Team contact information](#)



Items for all practices/providers

- **Novel Coronavirus (COVID-19) Bulletins and alerts**

All dental practices should have been receiving and reading special bulletins/emails the South West dental commissioning team have been asked to cascade to all dental practices and providers. Naturally information is being re-issued as the situation changes, please follow any specific actions requested in these communications.

Details of the [Novel Coronavirus \(COVID-19\) Patient Pathway](#) were published 20 February: “The purpose of this document is to set out the minimum operating standards for each element of the patient pathway from identification of a possible COVID-19 case, through co-ordination of required steps and on to discharge.”

The Chief Medical Officer (CMO) at Department of Health issued an update to advice on 25th February, for attention of all clinical staff encountering patients with respiratory infections arrived from overseas. **Please read this message here:** [CEM_CMO_2020_005.pdf](#) and accompanying Management of a suspected case of COVID-19 flowchart: [2019-nCoV flow chart 25 Feb.pdf](#). This was issued via the CAS alerting system (see below).

Included in the CMO advice is [Guidance for Primary Care](#) published by Public Health England in collaboration with the NHS.

➤ **Standard operating procedures for primary care settings:**

[Four Standard Operating Procedures](#) for general practice, **primary dental care settings**, community pharmacy and optical practice have been published by NHS England and NHS Improvement on 27th February.

This is practical guidance to support primary care teams in managing contact with, and presentations of, patients who suspect they may have COVID-19 (based on [COVID-19 interim guidance for primary care](#)):

- [General practice](#)
- [Primary dental care settings \(including community dental services\)](#)
- [Community pharmacy](#)
- [Optical practice](#)

Consistency in adopting the guidance will ensure the safety of our patients, our staff and the population, while maintaining access to quality healthcare for members of the public in England.

- **Central Alerting System (CAS) – please ensure you receive direct**

We remind all dental practices to ensure your relevant emails are registered to receive CAS Alerts direct, such as the CMO alert mentioned above, without delay. Please contact the [CAS Helpdesk](#) to check/change/add emails to the alerting system.

Other recent alerts include:

30/01/2020 – Reporting Of Defects And Failures And Disseminating Estates And Facilities Alerts: [NHSEI-2020-001.pdf](#)



Reporting estates related incidents affecting the safety of patients and the continuity of services is part of the statutory responsibilities on NHS healthcare providers established by the Care Quality Commission (Registration) Regulations 2009. This alert provides information on what to report and how, and how to handle Estates and Facilities Alerts which your organisation receives.

05/02/2020 - Slim X2 Insulin Pump - Discard Or Destroy Defective Mains (A/C) Power Adapters: [MDA-2020-005 Final.pdf](#)

Manufactured by Tandem Diabetes Care - an exposed component may cause an electrical shock to the user or patient



- [Click to view **Support for Dentists** details including occupational health, mental health support & advice and other organisations to contact](#)
- [Click to view **Information for Professionals** on the NHS England & NHS Improvement website](#)

[Back to top](#)

Items related to practices in Bristol, North Somerset, Somerset and South Glos

- None

[Back to top](#)

Items related to practices in Devon, Cornwall, Isles of Scilly and Dorset

- **Dorset transition into the South West team**

NHS England and NHS Improvement are undertaking a reorganisation with an operating model across seven regional teams. The South West region encompasses Dorset along with Devon, Cornwall and the Isles of Scilly, Somerset, Bath Swindon and Wiltshire, Bristol North Somerset and South Gloucestershire, and Gloucestershire.

Since 17th February dental commissioning for Dorset has already transitioned to the South West primary care team, therefore points of contact for Dorset contractors are now:

- Dental inbox (all main enquiries): england.swdental@nhs.net, tel. 0113 825 3039
- Dental Lead: Tess Fielding - tessa.fielding@nhs.net, tel. 07860 180400

All Compass Authorisation Forms for approval and general contractor enquires should be sent to england.swdental@nhs.net for a response please. The inbox is monitored daily by the team for continuity. The BSA published CAF form will be updated with correct contact details to reflect new regional responsibilities in due course.

We would like to welcome and thank Dorset practices as we start working together.

[Back to top](#)

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

- **Focus on Oral Surgery Courses with HEE.**



Health Education England provides high quality postgraduate dental education across the South West. We understand that oral surgery can be challenging and offer regular short hands on courses for dentists and other members of the team to improve their oral surgery skills.

There are a range of courses covering different aspects of oral surgery, available to book now. Please take a look at the details on Maxcourse, dental.southwest.hee.nhs.uk or through the links below.

04/03/2020 Bristol [Oral Surgery in General Practice - Extracting the Complications](#)

22/04/2020 Exeter [Practical Minor Oral Surgery for the GDP](#)

14/05/2020 Bath [An update on local anaesthetic, patient assessment and paediatric extractions](#) *Thu 14 May 2020, from 09:00 till 16:15 with 5:30 hours CPD*
Royal United Hospital Bath, Oral & Maxillofacial Surgery Dept, Bath & NE Somerset.
This course covers local anaesthetic techniques, pharmacology and medical complications in adults and children as an update for all members for the team. In the afternoon we will be concentrating on paediatric extraction techniques, equipment, assessment and difficulties commonly encountered, including tips for managing children in these difficult situations. The course is suitable for therapists and dentists including PLVE and anyone who may like to refresh their knowledge in giving local anaesthetics and undertaking paediatric extractions, however all are welcome.

19/05/2020 Exeter [Conscious Sedation Update for the Dental Team](#)

09/06/2020 Bath [Conscious Sedation Update for the Dental Team](#)

16/06/2020 Bristol [Dental Extraction Skills for GDPs](#)

06/10/2020 Bristol [Surgical Extraction Skills for GDPs](#)

These courses tend to book very quickly so if you cannot secure a place please put your name on the waiting list to register your interest for future courses.



[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

- **SW Dental Schools – information links**

[Click here to view Courses and Programmes at Bristol Dental School](#)

[Click here to view Postgraduate Dental Programmes at Peninsula Dental School](#)

[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 tips and news via Twitter [@NHSDental](#).

• NHS Mail

NHSmal 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 NHSmal 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 NHSmal 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

Please direct all queries to our dental team inbox at england.swdental@nhs.net where possible. All Compass related queries e.g. CAF forms for authorising changes submitted (adding/ removing/ amending performers) should be sent to this address, not to individuals for continuity.

If you need to speak to someone about aspects of your contract or issues arising, please contact your **Primary Care Support Lead** in the first instance:

For contracts in DEVON, CORNWALL, IOS: [Sarah McFarlane](#) | T. 07900 220697

For contracts in BRISTOL, NORTH SOMERSET, SOMERSET, SOUTH GLOUCESTERSHIRE: [Debbie Freeman](#) | T. 07825 421800

For contracts in DORSET: In the interim please direct your query to england.swdental@nhs.net or Tess Fielding (Dental Contract Manager) T. 07860 180400

If your query is urgent and you cannot reach your Primary Care Support Lead, please call **0113 82 53039** and we will direct you to the most appropriate team member. Alternatively you can contact the Dental Contract Manager: [Tess Fielding](#) (Contract Manager – Dental Services) | T. 07860 180400

The team is also supported by:

Rhea Boland (Senior Administrator) | T. 07540 883200

Stephen Bennett-Troake (Admin Support) | T. 0113 8253039

Dawn Tope (Admin Support) | T. 07730 380468

