

<b>Service</b>	<b>In Hours and Out of Hours Unscheduled Dental Service: Derby</b>
<b>Provider Lead</b>	<b>NHS England and NHS Improvement Midlands</b>
<b>Period</b>	<b>1<sup>st</sup> April 2020 – 30<sup>th</sup> June 2020 (3 months plus 1 month at a time - up to a maximum of 6 months extension)</b>
<b>Date of Review</b>	<b>31<sup>st</sup> May 2020</b>

### **Aims and Objectives of Service:**

To ensure provision of effective, high quality dental services in hours and out of hours to people who need urgent treatment, care or advice.

Dental Urgent Classification - Patients who require urgent dental care are those requiring immediate attention in order to prevent long term dental complications. Patients who require urgent care are those requiring attention for:-

- Severe dental and facial pain not controlled by over-the-counter preparations
- Dental and soft tissue acute infections

‘Urgent treatment’ means a course of treatment that consist of one or more of the treatments listed in Appendix I to the NHS Charges Regulations (urgent treatment under Band 1 charge) that are provided to a person in circumstances where –

- A prompt course of treatment is provided because, in the option of the contractor, that person’s oral health is likely to deteriorate significantly, or the person is in severe pain by reason of his/her oral condition, and
- Treatment is provided only to the extent that is necessary to prevent that significant deterioration or address severe pain (DH, Gateway 6990, Set 2006)

### **Service Description**

**1.1** The dental practice is to ensure provision of effective, high quality unscheduled dental services to people who need urgent treatment, care or advice.

These services will include:

- Face to face consultations at the dental provider’s surgery
- Accepting referrals via nhs.net
- The requirement on the part of the provider to provide the minimum of the equivalent of essential services as set out in the NHS (GDS Contracts) Regulations 2006

### **Service outline**

**2.1** The dental practice will switch the Directory of Services (DoS) profile ON the evening before closing the practice

**2.2** On the day of the service, the dental practice will allocate the appointments 1 hour prior to the commencement of the service.

**2.3** Patient calls NHS 111 and patient information is sent via nhs.net to the dental practice

<p><b>2.4</b> The dental practice logs into their nhs.net account and contacts patients to allocate appointment time</p> <p><b>2.5</b> Any patient exceeding the available slots, please refer patient back to NHS 111</p> <p><b>2.6</b> Dental practice to switch DoS profile OFF when appointments are full (this will inform NHS 111 that there are no more appointment available)</p> <p><b>2.7</b> Dentist treats patient/s in line with the mandatory services as set out in the NHS (PDS Agreement) Regulations 2006.</p> <p><b>2.8</b> The dental practice will collect the correct urgent dental patient charge revenue as per the charges set by NHS Business Services Authority, unless the patient is exempt.</p> <p><b>2.9</b> The dental practice will submit all unscheduled dental service FP17 claim forms onto their unscheduled dental service contract number</p> <p><b>2.10</b> The dental practice will submit unscheduled dental service data using claim form (Appendix II) to NHS England and NHS Improvement Midlands for processing of payment</p>
<p><b>Dental Performers</b></p> <p><b>3.1</b> Any dental performer undertaking unscheduled dental service business on behalf of NHS England and NHS Improvement Midlands shall be registered on NHS England National Dental Performers List. Evidence of this registration shall be provided to NHS England and NHS Improvement Midlands prior to a performer being accepted for service. The performers will need to have permission from the provider to use their premises and facilities for the unscheduled dental service.</p>
<p><b>Unable to attend for duty</b></p> <p><b>4.1</b> The provider must ensure business continuity at the dental provider's surgery in the event of annual leave or sickness leave which may affect any unscheduled dental service duty</p> <p><b>4.2</b> The provider must contact patients and provide triage/advice to patients when a performer is on annual leave or sickness leave</p> <p><b>4.3</b> To inform NHS 111 on 0300 1000 414 opt 3, if due to unforeseen circumstances the dental practice is unable to open the commissioned period. <b>PLEASE NOTE THAT THIS CONTACT NUMBER MUST NOT BE USED FOR ANY OTHER PURPOSE WHATSOEVER AND STRICTLY MUST NOT BE GIVEN OUT TO THE PUBLIC</b></p>
<p><b>Quality Standards</b></p> <p><b>5.1</b> The dental practice reviews its standard operating procedures on an annual basis.</p> <p><b>5.2</b> The dental practice can demonstrate that dentists (performers) involved in the provision of the service have undertaken continuing professional development (CPD) relevant to this service.</p> <p><b>5.3</b> The dental practice participates in any NHS England and NHS Improvement Midlands led audit of service provision.</p> <p><b>5.4</b> The dental practice co-operates with any NHS England and NHS Improvement Midlands led assessment of service user experience.</p>
<p><b>Statutory obligations and NHS England and NHS Improvement Midlands Policies</b></p> <p><b>6.1</b> Whilst on NHS England and NHS Improvement Midlands unscheduled dental service business, the Provider shall comply with all relevant legislation and have regard to all relevant guidance issued by NHS England and NHS Improvement Midlands, NHS East Midlands and the Secretary of State for Health, in force from time to time.</p>

In particular:

- NHS England and NHS Improvement Midlands has an obligation under the Health and Safety at Work Act 1974 to provide safe and healthy working conditions.
- The Provider will be required to observe the responsibilities under the Act and to take reasonable care for the health and safety of self and others
- NHS England and NHS Improvement Midlands has a statutory duty to record and investigate adverse events and near misses.
- The Provider will be expected to report adverse events and near misses to NHS England and NHS Improvement

### **Claiming**

- 7.1** The commissioner will provide an unscheduled dental contract on Compass for submission of FP17s relating to this service.

## APPENDIX I - Regulation 4(5)

### Urgent Treatment under Band 1 Charge

- (a) examination, assessment and advice
- (b) radiographic examination and radiological report
- (c) dressing of teeth and palliative treatment
- (d) pulpectomy or vital pulpotomy
- (e) re-implantation of a luxated or subluxated permanent tooth following trauma including any necessary endodontic treatment
- (f) repair and re-fixing of inlays and crowns
- (g) re-fixing a bridge
- (h) temporary bridges
- (i) extraction of not more than 2 teeth
- (j) provision of post-operative care including treatment of infected sockets
- (k) adjustment and alteration of dentures or orthodontic appliances
- (l) urgent treatment for acute conditions of the gingivae or oral mucosa, including treatment for pericoronitis or for ulcers and herpetic lesions, and any necessary oral hygiene instruction in connection with such treatment
- (m) treatment of sensitive cementum or dentine
- (n) incising an abscess
- (o) other treatment immediately necessary as a result of trauma
- (p) not more than 1 permanent filling in amalgam, composite resin, synthetic resin, glass ionomer, compomers, silicate or silico-phosphate including acid etch retention

## Appendix II – Number of Appointments and Appointment Times

### In Hours

	Hours	Total Number of Appointments
Monday	8.30am - 1pm & 1.30pm - 4.00pm	20
Tuesday	8.30am - 1pm & 1.30pm - 4.00pm	20
Wednesday	8.30am - 1pm & 1.30pm - 4.00pm	20
Thursday	8.30am - 1pm & 1.30pm - 4.00pm	20
Friday	8.30am - 1pm & 1.30pm - 3.00pm	17

### Out of Hours

	Hours	Total Number of Appointments
Monday	6.30pm - 9.30pm	16
Tuesday	6.30pm - 9.30pm	16
Wednesday	6.30pm - 9.30pm	16
Thursday	6.30pm - 9.30pm	16
Friday	6.30pm - 9.30pm	16
Saturday	9am - 3.30pm	37
Sunday	9am - 3.30pm	34
Bank Holiday	9am - 6pm	36