Market Engagement for Urgent Dental Care Services – London Region

NHS England London Region (hereafter referred to as "The Authority") invites interested, suitably qualified and experienced providers to attend a Market Engagement Event in advance of publication of Urgent Dental Care Services across London.

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| **NCL** | **NEL** | **NWL** | **SEL** | **SWL** |
| Barnet | Barking | Brent | Bexley | Croydon |
| Camden | Dagenham | Ealing | Bromley | Croydon |
| Enfield | Hackney | Ealing | Greenwich | Kingston upon Thames |
| Haringey | Havering | Hammersmith & Fulham | Lambeth | Merton |
| Islington | Newham | Harrow | Lewisham | Richmond upon Thames |
|  | Newham | Hillingdon | Southwark | Sutton |
| Redbridge | Hounslow |  | Wandsworth |
| Tower Hamlets | Kensington & Chelsea |  |
| Tower Hamlets |  |
| Waltham Forest |
| Westminster |
| City of London |

The services contracts are split into 38 Lots.

Bidders will be provided with opportunity to feedback on the envisaged approach during the event. The Authority will also publish feedback and question and answers after event.

**Background**

Dental practices were closed from the 25th March to the 8th June, the national direction was to set up Urgent Dental Care Services (UDCS) during this period in order to prevent patients attending A&E for dental treatment. As no vaccine had been created at this time, it was high risk for participating practices, London was the first to set up 35 UDCS and to move our eight Out of Hours practices into Urgent Dental Care Services.

* The current UDCH are continuing to provide services during the next 12 months, however a procurement needs to take place in order for London to have these services in place in line with the road map to recovery of dental services for London.
* A procurement is required to create these services on a longer-term basis, the service would be required to operate from 8am to 1am 7 days a week and a minimum of one UDCH per borough. (Some areas may require 2 where the need is significantly higher). Provision will include cover during bank holidays/festive season and any other service disruptions e.g. further outbreaks.
* The contract will be a PDS agreement of length will be for 3 years (2026) with an option to extend by two. The maximum contract period would be 5 years (if an extension is agreed at 3 years.

The service providers will be expected to:

**UDCS operating model**

* Receive triaged patients via NHS111 and London region Dental Triage
* Provide urgent care for all patients accepted and claim a Band 4 course of treatment (CoT) with the value of 1.2 UDAs
* Should the patient revisit the practice at a later date with an unrelated dental issue this will constitute a new CoT and a new Band 4 claim should be made
* Should the patient require and meet the acceptance criteria for referral into Intermediate Services, CDS or Secondary Care, the practice will refer the patient.
* Should the patient be discharged from the referral service with a treatment plan, the practice is not responsible for the provision of the outstanding treatment. Should the practice wish to accept the patient under the mandatory services element of the contract and complete the discharge treatment plan, it is free to do so
* All patients who receive a prescription must receive a follow up call from the practice to ensure medication has been effective
* Patients may return to the practice without accessing via 111 if the clinician plans to provide further treatment (e.g. extraction)
* Where possible semi-permanent or permanent material should be used (e.g. a composite filling rather than a temporary filling that may have a very limited lifespan)
* Should the practice wish to “register” the patient for future check-ups under their mandatory services activity, it is free to do so

**Patient Pathway**

* Patient access to this service is through Dental Triage only
* Urgent cases will follow the usual NHS 111 pathway and access care within the Urgent Dental Care Network
* Patients meeting the acceptance criteria for urgent care will be directed to those services
* Dental Triage will record the necessary patient information and send this to the UDCS practices via secure email in adherence with GDPR guidelines
* Depending on the arrangements agreed, Dental Triage will book the patient into agreed appointment slots or, upon receipt of the email the practice will contact the patient to arrange an appointment

**Market Engagement:** The Authority plans to hold an online interactive engagement event via MS Teams on Monday 23 January 2023 from 14.00 to 17.30.

**The Market Engagement Event will provide:**

* An overview of the current UDCS provision across the London Region;
* Details of the anticipated contract type, length and particular conditions (inc tariff);
* An overview of the proposed commissioning approach;
* Procurement process oversight and bid preparation
* Opportunity to discuss and feedback on NHSE proposals.

**Registration**

Reservations are limited to no more than three persons per organisation.   
  
Add link : <https://forms.office.com/Pages/ResponsePage.aspx?id=slTDN7CF9UeyIge0jXdO4xxO4j6DrWVEsDrKajbLEExUQ0xTUThVVk5ZTEhKMFRBQzdBOEpLQzFNSC4u>

**Additional Text**

The Procurement and Contracting Hub, hosted by NHS North East London, Part of North East London Health and Care Partnership is managing this Early Engagement process on behalf of NHS England (The Authority). The services to which this advert relates fall within Schedule 3 of the Public Contracts Regulations 2015 (the Regulations) and the "Light Touch Regime" (LTR) governing the procurement of Health, Social, Education and Other service contracts. Neither the reference to the "Open Procedure", "ITT", "SQ", the use of the term "Tender process", nor any other indication shall be taken to mean that The Authority intends to hold itself bound to any of the Regulations, save those applicable to LTR provisions. Information relating to this procurement is provided in good faith and may be subject to amendment by The Authority.