

| KEY PERFORMANCE INDICATORS |   |           |      |
|----------------------------|---|-----------|------|
| Description                |   | Frequency | KPI  |
| Data Recording & Reporting | recorded.   | Quarterly | 100% |
|                            | % of Patients accepted for Care where Category for ethnicity is recorded.   | Quarterly | >80% |
|                            | Submission of Full data requirements to NHSE within 15 days of end of Quarter   | Quarterly | 98%  |
|                            | % of FP17s for completed courses of treatment that were received at NHS DS within 2 months of completion of the course treatment                                | Quarterly | 100% |
|                            | % of Patients accepted for a course of treatment where the course of treatment is not completed by category of special care need                                | Quarterly | 100% |
|                            | % of Patients completing a course of treatment where the assessment of an appropriate recall interval has been carried out and recorded.                        | Quarterly | 100% |
|                            | % of Patients completing a course of treatment who are discharged from the service back to the care of the GDP, by category of special need care.               | Quarterly | TBA  |
| Service Management         | % of Patients who receive an initial assessment appointment within 8 weeks of referral  | Monthly   | >95% |
|                            | % of Patients who receive and begin treatment within 18 weeks of referral   | Monthly   | >95% |
|                            | % of complaints resolved within 25 working days   | Monthly   | >95% |
| Treatment                  | % of Patients seen for treatment who are given an oral health assessment and written treatment plan provided.   | Quarterly | >95% |
|                            | % of courses of treatment for new patients accepting an oral health assessment where a record of tooth decay status has been made.                              | Quarterly | >95% |
|                            | % of courses of treatment for new patients accepting an oral health assessment where a record of BPE Score or a visible plaque assessment has been made.        | Quarterly | >95% |
|                            | % of courses of treatment for new patients aged 13 or above, accepting an oral health assessment where a record of smoking status has been made.                | Quarterly | >95% |
|                            | % of new courses of treatment where a record of delivering <i>Delivering Better Oral Health</i> advice has been made.   | Quarterly | >95% |
|                            | was provided.   | Quarterly | 100% |
|                            | % of Patients receiving any treatment under intravenous sedation during a course of treatment where the specific reason / justification for its use is recorded | Quarterly | 100% |
|                            | treatment where the patient also had dental treatment with intravenous sedation in the previous 36 months.  | Quarterly | <10% |
|                            | % of Patients receiving any treatment under general Anaesthesia during a course of treatment where the specific reason / justification for its use is recorded  | Quarterly | 100% |
|                            | treatment where the patient also had dental treatment under general anaesthesia in the previous 36 months.  | Quarterly | <10% |