

Dental, Optometry and Pharmacy (DOP)

London Region Newsletter

August 2016

Welcome to the first Edition of our New DOP Newsletter, its purpose is to keep London contractors up to date on key contracting issues and raise awareness of NHS England policy changes and their impact. NHS England (London) holds over 5100 contracts for dentistry, optometry and pharmacy in primary care and commissions 15 NHS Acute Trust for dental services across the Capital. This newsletter is part of a communication strategy the DOP team is developing which will also see the inclusion of blogs and social media. The team will also seek feedback from contractors as it is our intention to have inclusive communication platforms which can deliver key message within the London Health economy using innovative, engaging and effective ways.

Operationally NHS England has out sourced many of our primary care support services to Capita. This represents a fundamental change, and with changes comes issues and problems to solve, in this case there have been numerous problems to address but we are pleased to report much progress has been made. It is important that as contractors you keep us informed of any issues you are experiencing. Further information on how to do so is contained in this edition. These changes may impact on who to contact regarding services in many cases this may no longer be NHS England (London).

The London Region DOP Team is in the process of delivering a huge program of transformational change; transforming our dental services and pathways across the Capital with the commissioning of redesigned services in Specialised Community Dental services, Intermediate Minor Oral Surgery, Restorative Dentistry and Out of Hours dental services. We also wait an announcement of major contractual and funding changes to the community pharmacy assurance

framework which seeks to increase the clinical role of pharmacists in primary care whilst aligning the contract with the Five Year Forward View.

This is our opportunity to communicate DOP updates and national changes that impact you all. Do feel free to feedback to us at the contact address on the back of the newsletter. It is anticipated that future newsletters will include a contents page containing hyperlinks to relevant articles.

I hope you enjoy this edition.

Donal Markey

Head of Primary Care Commissioning for Dentistry, Optometry & Pharmacy for NHS England (London)



All Contractor Groups

Contacting Relevant Teams at NHS England, London

In order to ensure that your query is dealt with as promptly as possible, you should email the generic mailboxes rather than individual members of the team. This allows a member of the team to answer your query quickly and efficiently, whilst also keeping an audit trail of the information that has been given. This will ensure that the team provide a consistent approach and information to all contractors. A revised FAQ (Frequently Asked Questions) is currently being updated and will be circulated to all contractors within the next month.

In response to the large number of queries being received by the contracting team, NHS England London Region DOP team is standardising its approach to how the emails are managed. Therefore it is extremely important that the

following information is noted as this is being implemented with immediate effect:

- Any emails sent to NHS England London Region DOP team must include Dental Contractors: Borough, Contractor Name and Contract Number
Optometry Contractors: Borough, Contractor Name and Postcode
Pharmacy Contractors: Borough, Contractor Name and ODS Code

Without this information we will be unable to answer any queries effectively. Even missing out even one of these 3 pieces of information will significantly delay a response

- For any performer list enquiries (including adding a performer to a contract); the DOP team does not manage this and enquiries of this nature may not be responded to. The email address for these enquiries is PCSE.enquiries@nhs.net
- If dental contractors have a BSA/Compass query, the DOP team does not manage this and enquiries of this nature may not be responded to. The email address for these enquiries is nhsbsa.dentalservices@nhsbsa.nhs.uk

The generic mailbox email addresses are as follows:

England.lon-dental@nhs.net

England.lon-optom@nhs.net

England.lon-pharmacy@nhs.net

The team telephone number 0203 182 4981 should only be used in an emergency or when all parties agree the query is “urgent” for example when we have requested you to call us.

We ask that telephone calls are not used as the primary contact point with the team nor should they be used to follow up on email enquiries. We understand that some contractors may historically have been used to dealing with NHS colleagues by telephone however our very small administrative team needs to work as efficiently as it

can and NHS England (London Region) struggles to accommodate the influx of calls we currently receive.

We encourage contractors to send an email so we can maintain an audit trail of what information has been given and to ensure phone lines can be kept clear. It is important to note that first contact by telephone will not result in your query being given priority.

All Contractor Groups Frequently Asked Questions (FAQ)

The NHS England London Region DOP team Frequently Asked Questions (FAQ) and contact sheet is currently being updated to ensure the validity of the information included. A copy will be sent to all providers following its completion and will advise of the correct procedures and contact details for common queries.

Please ensure you have read the FAQ and have sent any correspondence to the appropriate contact. Any emails received by the team which should have been directed to another team/organisation may not be responded to.

All Contractor Groups NHS.net

It is important that all primary care providers have an operational NHS.net email address to meet information governance requirements. As a reminder:

- patient identifiable information should not be sent from/to a non NHS.net email address
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- NHS England will only send sensitive and confidential information to a NHS.net email address

If you do not already have an NHS.net email address, please contact the team (see article on contacting NHS England London Region for details) so we can provide you with the details of the relevant team.

Please then ensure that you notify NHS England so that we can update our records accordingly.

All Contractor groups

Capita enquiries

NHS England is in full mobilisation of FHS services to Capita. The London FHS/PCSS offices are being phased out and the functions are being transferred to Leeds and possibly Preston.

Many of you will have experienced issues related to the transfer and will have raised issues to NHS England London about services provided by Capita e.g. difficulty in ordering (including over ordering) stationery, submitting GOS forms, ordering, market entry and payment processes.

NHS England London Region is currently co-ordinating a liaison meeting with your local representative committees to address these issues with Capita.

If you have any queries relating to PCSE (Capita) you are asked to send your enquiry to PCSE.enquiries@nhs.net and cc in the relevant DOP team email address. NHS England London Region may log the enquiry for internal purposes however ultimately PCSE (Capita) will be responsible for providing you with a response.

Dental Providers

CoMPASS

The DOP team are aware of the issues experienced during the rollout of the NHSBSA CoMPASS system and have been working with the NHSBSA to resolve problems as they arise. Whilst many have now been resolved, NHSBSA have been advised that there are still some outstanding problems which are in progress.

If you are experiencing issues with the CoMPASS system or your log-in, we ask that you contact the NHSBSA helpdesk in the first instance.

The contact details are:

Helpdesk Tel no: 0300 330 1348

Email: nhsbsa.dentalservices@nhsbsa.nhs.uk

The DOP team would like to reiterate the importance of ensuring that your CoMPASS log-in is operational and that statements are checked regularly throughout the year in order to resolve any discrepancies as opposed to waiting until the year end process.

Dental Providers

NHS Choices

NHS Choices is currently in the process of reviewing dental profiles.

If your practice has an NHS Choices profile we would like you to take a few minutes to review it and ensure that all of the information is accurate and up-to-date.

If you need to change any information, or would like to register to respond to

feedback you've received, please contact servicedesk@nhschoices.nhs.uk and ask for Editing and Administrator rights.

Dental Providers

Occupational Health services

An occupational health service is available for all practice staff for both pre-employment checks and the treatment of needle-stick injuries.

It is the responsibility of the provider to ensure that all new practice staff undergo appropriate checks prior to their employment commencement date.

Please contact the relevant occupational health team to obtain further guidance of their process and timescales:

Borough	Contact details
East London & the City	occupationalhealth@bartshealth.nhs.uk 020 3594 6609
Outer North East London	Occupational.health@bhrhospitals.nhs.uk 01708 435 177
Camden, Islington, Barnet	Camden.ohs@nhs.net or occupationalhealthcnwl@nhs.net 020 3317 3350
Enfield	Bcf-tr.OHealth@nhs.net 020 8375 1137
Haringey	Whh-tr.occupationalhealthwellbeing@nhs.net 020 7388 3351
Brent, Harrow, Hillingdon Ealing, Hounslow, Hammersmith & Fulham, Kensington & Chelsea, Westminster	020 3313 7010 healthatwork@imperial.nhs.uk
Lambeth Southwark & Lewisham, Bromley, Bexley & Greenwich, Wandsworth	info@ohworks.co.uk 01233 811 888
Croydon	020 8401 3000 (x4351)
Kingston, Richmond	020 8934 2616

Sutton, Merton	020 8296 2678
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Dental Providers

Dental Transformation Program: IMOS procurement project

As part of the IMOS procurement project, NHS England London Region is engaging with patients and practitioners to develop a more user friendly service. We will soon ask you to complete a short on-line survey to help us in this process. Please make sure you complete this survey as we need your feedback to identify the service requirements.

Acute Dental

Systems Resilience Group (SRG) Working as one organisation

NHS England (London region) will host the first Acute Dental Systems Resilience Group on Monday 15 August 2016. The group will be Chaired by **Simon Knight**, director of planning and performance, UCLH and will discuss current issues and solutions within the London health economy.

Representation is sought from each of the 15 acute providers; other stakeholders will be identified by the group as it develops. The outcome of the SRG will be shared in the next edition so look out for further details.

Optometric Providers

Contacts Directory

Week commencing 01 August 2016 Optometric Providers will be receiving an updated Contacts Directory which reflect the changes within Primary Care Support England (PCSE) and a request to update your contact details so that we can ensure that our database is correct and more importantly so that you can receive important updates from PCSE.

Can you please ensure that you return the complete form as soon as possible either by email England.lon-optom@nhs.net or post to:

Allison Porter
Dental, Optometry and Pharmacy Commissioning Manager
NHS England
2nd floor, Southside,
105 Victoria Street, London
SW1E 6QT

Pharmacy Contractors Payment Issues

NHS England London Region has processed a large number of payment queries in the last 6-9 months. Some of these arose as a result of a change in the way payments were made whereby contractors had been paid, but were not aware these payments were being made via the Prescription Payment Division (PPD) payments. A large number of the queries have now been resolved and team are working through any which remain unresolved. Since March 2016 internal processes and procedures have been reviewed and supported by internal training and coaching of all members of the team. Contractors should already be experiencing improvements in payment enquiries and feedback is always welcome to ensure we are improving.

Pharmacy Contractors

Community Pharmacy Assurance Framework (CPAF) Returns

The London region achieved a collective return rate of 96% so thank you to all the contractors that completed the questionnaire this year. The results of the screening questionnaires are currently being analysed. During September-October 1-2% of these returns will be validated and will involve some pharmacies receiving a visit from NHS England.

Some pharmacies will be requested to complete the full CPAF questionnaire and may also receive a visit.

Current information on CPAF can be found below:-

[Prescription Services Dispensing Contractors - Information Home Page NHS Business Services Authority](#)

Pharmacy Contractors

Opening Hours over Christmas and New Year 2016/2017

The days listed below are bank holidays and therefore pharmacy contractors are not contractually required to open. We do however acknowledge that many contractors may choose to open for business on all or some of these days. NHS England is grateful to all contractors who choose to provide services during the bank holidays.

Sunday 25th December 2016

Monday 26th December 2016

Tuesday 27th December 2016

Monday 2nd January 2017

If you are intending to open on the above bank holidays, please notify NHS England as this information will be circulated to local media, A&E, Walk in Centres and GP out of Hours services.

All other days are not bank holidays and for the purpose of the Pharmaceutical

Regulations are normal working days; therefore contractors should be working these days as normal.

Changes to supplementary hours must be notified at least 90 days before the date you wish to change. Changes to Core hours must be applied for at least 90 days before the date and must be agreed by NHS England. Applications received later than the cut-off dates below are likely to be rejected. **You should not change any hours unless you have had confirmation from NHS England that these changes have been approved.**

There is no automatic right to change core hours; each application will be considered by NHS England on its own merits. Difficulty in ensuring sufficient staff levels are not accepted by NHS England as reasons not to meet contractual obligations.

If you wish to apply to change your hours on days that are not bank holidays as above. **Please ensure you send your notification for Christmas by:**

Christmas notification to be sent by 25 September 2016

New year notification to be sent by 1 October 2016

Please send notification to the NHS England Market Entry team

england.lon-marketentry@nhs.net

NHS England has produced template forms to assist pharmacy contractors. While the use of these forms is not mandatory, NHS England recommends these forms are used to ensure consistency of requests and minimising rejected applications. These forms also allow applicants to set out clearly the reasons for any change, where these are required to be given. Further information is also available on the NHS England and PSNC website at:

[NHS Commissioning » Opening hours](#)

[Opening hours : PSNC Main site](#)

Pharmacy Contractors Pre Reg Training Grant

A communication has been sent by email to explain the process for submitting claims for pre-registration training grant.

The message was sent by email on 1st August 2016 and is titled Pre Reg Training Grant – IMPORTANT INFORMATION. Please refer to this guidance if you need to make a claim for a pre-registration grant commencing in August.

If you have any outstanding payment issue please contact england.lon-pharmacy@nhs.net and include timelines and copies of any correspondence already sent.

Good News Stories

Out of Hours Dental Nurse Triage Service

01 April 2016 saw the launch of a new Out of Hours Dental Nurse Triage service for patients who require access to urgent dental care and the service is delivered by dental nurses that assess the patients' need over the telephone.

The Out of Hours Urgent Dental Care Dental Nurse Telephone Triage Service will be accessible to callers during the following hours:

Evening and day time service

Weekdays 18:00 – 22:00hrs

Weekends/ Bank holidays 08:00 – 20:00hrs

Overnight service

Weekdays 22:00 – 08:00hrs

Weekends/Bank Holidays 20:00 – 08:00hrs

Patients should contact NHS 111 to access the service (within London only)

NHS England London Region would like to say thank you to the 77 dental

practices that volunteered to provide additional slots for unscheduled care from the Out Of Hours Dental Nurse Triage Service.

Flooding of Hornchurch Health Centre

The pharmacy and dental practice maintained their services despite the severe disruption due to flooding of the health centre using their robust business continuity plans.

A reminder to all independent contractors to update, refresh and test your Business Continuity Plans to ensure minimal disruption to services in the event of any untoward incidences

A link to the news article is here

<http://www.hornchurchlife.co.uk/news/maylands-gp-practice-closes-due-to-flooding/>

Asthma online toolkit

A new online toolkit to support better asthma care for children and young people (CYP) in London has gone live in June. The [online toolkit](https://pharmacyhub.educationforhealth.org/) includes practical resources, guidance and advice to support pharmacists, GPs, commissioners, schools, hospital staff and parents and carers in London to improve care for children and young people with asthma. The pharmacy section includes a new e learning hub co-designed by London community pharmacists which aims to support pharmacists when providing MUR/NMS to children and young people with asthma, initially around inhaler technique assessments. It takes just 60minutes to complete with lots of inactive exercises and can be accessed here <https://pharmacyhub.educationforhealth.org/>

Over to you

If you have any good news stories or articles you would like us to include, please forward the full article (and any photographs, where applicable) to anyone of the DOP team mailboxes (see article on contacting NHS England London Region for details)

Please also let us know if you have any suggestions as to how we can improve the newsletter.
