PDS plus monitoring report

This report has information on PDS plus contracts and includes contract details, a patient profile and activity, access and payment data. It also features actual KPI counts and KPI percentages.

The report will be updated for each month of the financial year and show monthly and year to date information. 'Patient satisfaction' data (KPIs 3.01 and 3.02) will report information based on the responses from patients who completed an NHS DS survey in the rolling 12 months to date.

Re attendance rationale (KPIs 1.02 and 1.03)

FP17s for the same patient ID re-attending within 3 months. (Less than 93 days).
FP17s for the same patient ID re-attending between 3 months and 9 months. (93 to 276 days).

The outline definition to describe both measures is as follows:
For the same patient ID (surname, initial, gender and date of birth) on the same contract, where the days between the date of acceptance and the most recent date of completion from FP17s scheduled in the same or a previous schedule month, the number of FP17s where the previous course of treatment for the same patient ID was less than 93 days (KPI 1.02 'within 3 months) or between 93 and 276 days (inclusive) (KPI 1.03 3 to 9 months).

Contract summary

An overview of the contract details, this detail is taken directly from COMPass. The accuracy of the information is, therefore, dependent on the details being updated when any change is made to the contract.

A patient profile by adult and child is also included in this section of the report. It measures a summary of key indicators at month and year to date time periods. **It excludes any Foundation Dentist (FD) activity.**

Adult *is defined as those patients aged 18 or over at the date of acceptance of their treatment.*

Child *is defined as those patients aged under 18 at the date of acceptance of their treatment.*

Activity

Activity is reported using the UDA commissioned against that being delivered. The commissioned activity is information held on COMPass. The delivered activity is taken from the information submitted on scheduled FP17s. Delivery of UDA is shown as a percentage of commissioned activity for the current financial year in cumulative monthly increments and excludes any FD activity.

Access

Access is reported using the count of patient IDs associated with FP17s with a 'new patient' indicator which is reported on the FP17 by the contractor. This is a distinct count and each patient ID is counted only once. 'New Patients' from FP17s for FDs associated with the contract are included.

A unique patient is an individual who has not received treatment from under the PDS plus contract within the previous 24 months and for which the NHS Dental Services division of the NHS Business Services Authority have received and processed a course of treatment. The patient would still be treated as a unique patient if seen by the same provider under a different contract held by the provider if they met the criteria above.

Payments

This section shows a summary of PDS plus related payments made to the contract for each month of the financial year. It will include monthly baseline payments along with any payments for PDS plus access, PDS plus performance and PDS plus minimum income guarantee.

KPI data from FP17s

KPIs monitoring activity (ref number 1.01 to 2.09) are a series of key performance indicator measures expressed as a % for each month and year to date time period. (Full definitions are included on the definitions table below).

KPI data is based on information submitted on FP17s scheduled on or between April and March of the reporting period, regardless of the treatment dates. **Includes activity for FDs associated with the contract.**

KPIs monitoring patient satisfaction (ref number 3.01 and 3.02) are key performance indicators expressed as a % and based on Number of responses from Patients who completed an NHS DS survey in the current rolling 12 month time period.

Each KPI is expressed as a formula with the corresponding variables and counts detailed below.

Definition of report variables

Name	Description
Name or company name	Name of the provider or the name of the company that is responsible for the contract.
Contract start date	The Start date of the contract.
Contract end date	End date of the contract.
Contracted UDA	The contracted units of general dental activity to be achieved in the report time period. This figure is taken directly from the COMPass system. Excludes FD activity.
Child FP17s	Number of FP17s for children. Excludes FD activity.
Child UDA	Number of UDA associated with the child FP17s processed. Excludes FD activity.
Total child patients treated	Count of the unique patient identities on scheduled FP17s for children. Excludes FD activity *A patient may have attended more than once in the year and received different bands of treatment, so the total figure has been adjusted for duplicate patient IDs. Patient identities are counted for all valid FP17 transactions – including amendment, deletion and withdrawn records. Therefore, it is possible for the count of patient identities to be greater than the count of FP17s for this report.*
Adult FP17s	Number of FP17s for adults. Excludes FD activity.
Adult UDA	Number of UDA associated with the adult FP17s. Excludes VDP activity.
Total adult patients treated	Count of the unique patient identities on scheduled FP17s for adults. Excludes FD activity *A patient may have attended more than once in the year and received different bands of treatment, so the total figure has been adjusted for duplicate patient IDs. Patient identities are counted for all valid FP17 transactions – including amendment, deletion and withdrawn records. Therefore, it is possible for the count of patient identities to be greater than the count of FP17s for this report.*

% Cumulative UDA achieved monthly	The units of activity scheduled in the reporting period as a percentage of the contracted units of dental activity. Excludes FD activity.
Unique patients (new to contract) as reported on FP17 by the contractor	The count of patient IDs associated with FP17s with a 'new patient' indicator as reported on the FP17 by the contractor. Includes new patients reported on FP17s for FDs associated with the contract. *A unique patient is an individual who has not received treatment under the PDS plus contract within the previous 24 months and for which the NHS Dental Services have received and processed a course of treatment. The patient would still be treated as a unique patient if seen by the same provider under a different contract held by the provider if they met the criteria above.*
Baseline payment	This is the monthly payment made to the contract. It will reflect any adjustments to the annual contract value.
Access payment	Payments apportioned to the access element of the contract.
Performance payment	Payments apportioned to the performance element of the contract.
Minimum Income guarantee balance	The balance to be made to the contract to guarantee the agreed minimum income payment.

KPI Definitions

Ref number	Name	Description
1.01	% of urgent band 1 courses of treatment where patient was seen within one Service Day of contacting the Practice for an appointment.	Total urgent band 1 FP17s where patient was seen within 1 day ÷ **Total urgent band 1 FP17s.**
1.02	% of adult courses of treatment where the previous course of treatment was provided within 3 months (less than 93 days).	Total Adult FP17s reattendance 0 to 3 months ÷ **Total FP17s for adults.**
1.03	% of adult courses of treatment where time since the previous course of treatment for the same patient was between 3 and 9 months (93 to 276 days).	Total Adult FP17s reattendance 3 to 9 months ÷ **Total FP17s for adults.**
1.04	% of courses of treatment where at least one antibiotic item was prescribed.	Total FP17s with at least one antibiotic item prescribed ÷ **Total FP17s.**
1.05	% of FP17s for completed courses of treatment that were received at NHS DS within 2 months of the date of completion of the course of treatment.	Total FP17s for completed courses of treatment that were received at NHS DS within 2 months of the date of completion of the course of treatment ÷ **Total completed FP17s.**

Totals used for above percentage calculations

Number of FP17s where the 'urgent' box was completed.

Number of Urgent FP17s where the patient was seen within one business day of contacting the practice for an appointment.

Number of adult FP17s where the previous course of treatment was provided within 3 months (less than 93 days).
(Patients aged 18 or over at the date of acceptance of their treatment).
Number of adult FP17s where time since the previous course of treatment for the same patient was between 3 and 9 months. (Between 93 and 276 days (inclusive)).
(Patients aged 18 or over at the date of acceptance of their treatment).
Number of FP17s where at least one antibiotic item was prescribed.

FP17s where the treatment was completed and the time between receipt at the NHS DS and date of completion of treatment was less than or equal to two months (62 days). Incomplete FP17s are excluded.

Number of FP17s for adults (patients aged 18 or over at the date of acceptance of their treatment).
Number of FP17s scheduled where treatment has been completed.

Includes activity for FDs associated with the contract

2.01	% of courses of treatment for new patients where a dental care assessment (DCA) was offered.	Total FP17s for new patients where a dental care assessment (DCA) was offered ÷ ***Total FP17s for new patients.***
2.02	% of courses of treatment for new patients accepting a dental care assessment (DCA) where a record of tooth decay status has been made.	Total FP17s for new patients where a dental care assessment (DCA) was accepted and a record of tooth decay status was recorded ÷ ***Total FP17s for new patients where a dental care assessment (DCA) was offered and accepted.***
2.03	% of courses of treatment for new patients accepting a dental care assessment (DCA) where a record of BPE Score or a visible plaque assessment has been made.	Total FP17s for new patients accepting a dental care assessment (DCA) where a record of BPE Score or a visible plaque assessment has been made ÷ ***Total FP17s for new patients where a dental care assessment (DCA) was offered and accepted.***
2.04	% of courses of treatment for new patients accepting a dental care assessment (DCA) where a record of soft tissue assessment has been made.	Total FP17s for new patients accepting a dental care assessment (DCA) where a record of soft tissue assessment has been made ÷ ***Total FP17s for new patients where a dental care assessment (DCA) was offered and accepted.***
2.05	% of FP17s for new patients where a dental care assessment was accepted and the provision of a written care plan was recorded.	Total FP17s for new patients where a dental care assessment (DCA) was accepted and the provision of a written care plan was recorded ÷ ***Total FP17s for new patients where a dental care assessment (DCA) was offered and accepted.***
2.06	% of courses of treatment for new patients, aged 13 or above, where a dental care assessment was accepted and the smoking status was recorded	Total FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) was accepted who smoke ÷ ***Total FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) was offered and accepted***. *Patient's age is calculated at the date of acceptance for treatment.*

2.07	% of courses of treatment for new patients aged 13 or above, where a dental care assessment (DCA) was accepted and who smoke that have been signposted to smoking cessation services.	Total FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) has been accepted who smoke and have been sign posted to smoking cessation services ÷ ***Total FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) was accepted who smoke.*** *Patient's age is calculated at the date of acceptance for treatment.*
2.08	% of courses of treatment for new patients where a dental care assessment (DCA) was accepted with a BPE score or visible plaque assessment score>0 where toothbrushing advice was provided.	Total FP17s for new patients where a dental care assessment (DCA) has been accepted and a BPE score or visible plaque assessment score>0 where toothbrushing advice was provided ÷ ***Total FP17s for new patients where a dental care assessment (DCA) was accepted with a BPE score or visible plaque assessment >0.***
2.09	% of courses of treatment for child patients, aged 3 or above, where fluoride varnish was provided.	Total FP17s for child patients, aged 3 or above, where fluoride varnish was provided ÷ ***Total FP17s for children aged 3 or above.*** *Patient's age is calculated at the date of acceptance for treatment.*
	Total FP17s for new patients	Number of FP17s for patients reported on the FP17 as being new to the contract. New patients are defined as an individual who has not received treatment from under the PDS plus contract within the previous 24 months and for which the NHS Dental Services division of the NHS Business Services Authority have received and processed a course of treatment. The patient would still be treated as a unique patient if seen by the same provider under a different contract held by the provider if they met the criteria above.

Totals used for above percentage calculations

Number of FP17s for new patients where a dental care assessment was offered.

Number of FP17s for new patients where a dental care assessment was offered and accepted.

Number of FP17s for new patients where a dental care assessment (DCA) was accepted and a record of tooth decay status was recorded.

Number of FP17s for new patients accepting a dental care assessment (DCA) where a record of BPE Score or a visible plaque assessment has been made.

Number of FP17s for new patients accepting a dental care assessment (DCA) where a record of soft tissue assessment has been made.

Number of FP17s for new patients where a dental care assessment (DCA) was accepted and the provision of a written care plan was recorded.

Number of FP17s for new patients, aged 13 or above, where a dental care assessment was offered and accepted. *Patient's age is calculated at the date of acceptance for treatment.*

Number of FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) was accepted and who smoke. *Patient's age is calculated at the date of acceptance for treatment.*

Number of FP17s for new patients, aged 13 or above, where a dental care assessment (DCA) was accepted and who smoke and have been signposted to smoking cessation services. *Patient's age is calculated at the date of acceptance for treatment.*

Number of FP17s for new patients where a dental care assessment (DCA) was accepted and a BPE score or visible plaque assessment score>0 where tooth brushing advice was provided.

Number of FP17s for new patients where a dental care assessment (DCA) was accepted with a BPE score or visible plaque assessment >0.

Number of FP17s for child patients, aged 3 or above where fluoride varnish was provided. *Patient's age is calculated at the date of acceptance for treatment.*

Number of FP17s for children aged 3 and above. *Patient's age is calculated at the date of acceptance for treatment.*

Includes activity from FP17s for FDs associated with the contract

3.01	% of Patients who completed an NHS DS survey who were satisfied with the dentistry they received.	Number of responses from Patients who completed an NHS DS survey who were satisfied with the dentistry they Received ÷ **Total number of responses.**

Totals used for above percentage calculations

The number of respondents in the rolling 12 month time period, who were satisfied with their NHS dental treatment they received. Defined as those who tick either 'Completely satisfied' or 'Fairly satisfied' in answer to question 10 of the NHS DS survey.

The number of respondents in the rolling 12 month time period, who were satisfied with the time taken to get an appointment. Defined as those who tick the 'It was as soon as was necessary' box in response to question 9 of the NHS DS survey.

Total number of questionnaires returned in the rolling 12 month time period.

Contact details
If you have any queries relating to the figures contained in the report please email
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