Case study 1

How proactive engagement helped drive positive behaviour change

As part of the 28 day challenge exercise a provider was asked to complete a self-assessment audit of the '28 day' claims submitted during the assessment period.

The provider was given all the relevant claim submission details together with additional resource material (information relating to regulatory and general requirements about the correct submission of NHS dental treatment claims) to enable them to carry out the self-assessment of the claims.

Once the self-assessment was complete the provider got in touch with Dental Activity Review team to explain how the whole practice had been involved in the process.

The provider explained that:

- All the performers had been involved in auditing of the claims

- Where the provider identified a claim as having been submitted inappropriately the reason for this was documented.

- The practice team came up with a list of factors associated with inappropriate claim submission and then developed an action plan to help address each of the factors.

- The practice team decided to peer review a sample of claims submitted under the contract during a three month period. At the end of the three month period the provider audited a number of 28 day claims submitted and noted that the volume of 28 day claims had fallen significantly compared to the same period the previous year.

- As a result of the exercise, the practice team felt they'd significantly improved their knowledge of the regulations and are now confident they are submitting their claims correctly.

- This was the first time the practice team had worked together to consider and resolve issues. The experience had been a positive one for the team and they intend to create an on-going programme to look at other areas of practice activity

Due to the level of engagement between the provider, the practice team and NHS Dental Services the provider was able to create a positive behaviour change that benefitted both the practice and the local commissioner.