

Case study 2

Positive outcomes follows a providers proactive engagement with their local commissioner.

A provider got in touch with the Dental Activity Review team after receiving a report from them on the findings from a review of a sample of records cards. In their response to the report the provider detailed a series of mitigating factors relating to the concerns that the report had raised.

Due to the concerns raised in the report a clinical adviser from NHS Dental Services got in direct touch with the provider. Following their conversation the provider agreed to contact their local commissioner to seek their help and support in managing their contract and with the completion of the self-assessment of their 28 day claims.

The commissioner's dental practice adviser stepped in to mentor the provider and help them with the review of their 28 day claims.

As a result of the support the provider received they were able to report the following positive outcomes:

- An action plan was developed and implemented which addressed the concerns raised about the providers general management of their contract.
- The practice is now managing patient care more effectively and the team have a greater understanding of the all the relevant NHS dental regulations.

Through the positive and proactive engagement by all parties the provider has been able to create a positive behaviour change which is benefiting themselves, the practice, their patients and the local commissioner.