

## Case study 3

### **Positive outcomes follow a provider's proactive engagement with the self-assessment audit process**

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 returned the results of their self-assessment together with additional information which set out all the additional activities that had been completed by the practice team (provider, performers and practice staff) as part of the self-assessment process.

The additional work has resulted in the practice putting the following activities in place:

- All Band 2 and 3 claims within 28 days are now subject to internal review to ensure a full mouth examination is completed. The practice aims to extend this work to an internal review of all Band 2 and 3 claims within 3 months.
- The provider worked with the local deanery to develop personal development plans for themselves and all their performers, with an emphasis on identifying and implementing improvements in periodontal diagnosis and treatment and general treatment planning.
- All patients who had paid charges for claims subsequently reviewed as inappropriate have been personally contacted and offered a full refund of the charges paid.