

Case study 4

Evidence of positive outcomes resulting from a providers engagement with the 28 day re-attendance work

As a result of the 28 day re-attendance work a contract was identified as being of concern. Analysis of the data identified a large number of claims for courses of treatment that had been provided within 28 days of a previous course.

A sample of patient records were requested for review and as a result clinical and patient safety concerns were raised by a clinical adviser from NHS Dental Services..

A case review was held with the clinical adviser and the local area office and it was decided to have a contract management meeting with the provider to discuss the findings and resolve the patient safety concerns.

The provider acknowledged the concerns and also gave mitigations for the areas of concern. The local area office agreed to help support the provider and the practice and a dental practice adviser worked with the provider to develop an action plan to assist the performers within the practice.

The Provider has since completed a 28 day patient re-attendance self-assessment audit identifying claims which were inappropriately submitted for which a settlement figure will be calculated. It has been agreed to monitor the contract for behaviour change and the local area office will continue working with the provider to maintain their good practice guidelines. Clinical outcomes for patients should be improved.

The case shows what can be achieved by identifying a contract at risk, carrying out an investigation with the provider and adopting a positive collaborative approach to working between NHS Dental Services, local area teams and the providers to resolve the concerns and improve patient outcomes.