

## **FAQs: Self-audit and Clinical Record Reviews**

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## **What is a self-audit?**

Clinical Services has previously worked with primary care organisations on cases where providers have been asked to self-audit their FP17 claims. For the purpose of this exercise a document will be provided with details of the claims that need to be reviewed. Providers will be asked to confirm if, in their clinical opinion, there is evidence to confirm that the course of treatment was correctly claimed and that the UDA band claimed was appropriate for the level of treatment provided. Where there is insufficient evidence to make a decision, this should be recorded.

This is the format generally applied to existing reviews by NHSBSA Clinical Services.

Providers should return the details to the NHSBSA with a summary of their findings.

## **How do I request the data to carry out a self-audit?**

Please email us at [nhsbsa.dentalcases@nhs.net](mailto:nhsbsa.dentalcases@nhs.net) giving your name, contract number and asking us to provide the data to enable you to carry out a 28 day re-attendance self-audit.

## **How will I get the data to carry out a self-audit?**

If you have an email address ending '@nhs.net' we will securely email you a template document with all the details and guidance on how to complete and return your audit.

If you don't have one of these email addresses you can register for our safe and secure encryption service. We will send you an encrypted email with all the details which you can then decrypt, then complete and safely return the document to us.

## **What happens after a self-audit?**

The NHSBSA will look at your report and a Clinical Adviser will decide what, if any, further action we need to take. This may include looking at a sample of clinical records.

## **You have said that you will be writing for information to formally review these claims. What does that mean?**

Some providers have been advised that the NHSBSA will be commencing a review of their 28 day re-attendance claims for 2014-15. We will be writing to them in due course to request a sample of clinical records so we can carry out a clinical record review. This will

help us to assess their 28 day re-attendance claiming. We will be writing to all providers falling into this group over the coming 6 months.

### **What is a clinical record review and how do I submit the clinical records?**

A clinical record review is where a sample of patient records (normally 10-20) are requested by the NHSBSA. These are then reviewed by our Clinical Advisers who will report on a number of aspects of those records. For this review the primary objective is to understand the reasons for, and the validity of, claims made within 28 days of a previous course of treatment.

The letter will provide details on how to submit your records and what to include.

In the meantime you are invited to carry out a self-audit if you feel that this would be helpful to you. The NHSBSA will provide the data you need to do this.

### **Will you be contacting my patients directly about this?**

Contacting patients directly and targeted patient surveys are a regular element of Dental Services activity and remain an important part of assuring the services provided to patients.

However, there is no intention to routinely contact patients as part of this Dental Activity Review exercise. Where serious concerns exist or, if in the opinion of Clinical Services doing so will improve the outcomes of the review, then contacting patients will be considered.

### **How do I find out more about the 28 day re-attendance activity review?**

Please click on the 'Background FAQs' link on our [28 day re-attendance page](#) for more information about the review and how rates were calculated.

### **Where do I go for more information?**

If you have any queries please visit the [Ask Us](#) section of our website.

If you can't find the answer to your query you can email the Helpdesk team on [nhsbsa.dentalservices@nhsbsa.nhs.uk](mailto:nhsbsa.dentalservices@nhsbsa.nhs.uk)