

Provider news round-up

April 2019

Below is a list of the communications that were sent to prototype practices from the dental contract reform programme during the month of April.

Please note that it is the responsibility of the contract holder to ensure that the information contained in these emails has been communicated to relevant members of the practice team and acted upon.

Monthly survey – sent 12 April 2019

The deadline for completion of the monthly survey for March was 26 April 2019.

Reminders were sent 18 April 2019 and 24 April 2019.

Welcome to new practices

April has seen the final prototype practices of the second cohort going live. The programme extends a warm welcome to all the practices who have recently joined the programme and looks forward to working with them.

As with previous waves, once they are all live, a full list of the practices will be published on the programme website.

Notification of change in email address for prototype queries

NHSBSA emailed all prototype practices on Friday 24 January 2019 informing them of a change of email route for queries. If you have a query relating to the Dental Contract Reform Programme please send this direct to the standard NHSBSA contact centre email address, which is nhsbsa.dentalservices@nhsbsa.nhs.uk.

Practices will still receive programme communications from nhsbsa.dentalcontractreform@nhs.net but these will be for information such as provider news round-up and requests for action.

NHSBSA have also published a new section on their knowledge base [Ask Us](#) which covers the most common queries practices have about DCR. You may also be able to find the answer to your query on here and more helpful information will be added to Ask Us over the coming weeks.

Reminder of timely transmission of year end data

With the approach of year end, practices are reminded to transmit all appointment data promptly (but within 7 calendar days) and FP17 forms at the earliest opportunity following completion of treatment (but within two months), to ensure that reporting information for year end is accurate.

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Referring patients to other dental services

Some practices have reported that when a patient is referred for treatment they are sometimes not included in the practice capitation count. This can occur if the practice to which the patient is referred does not complete the FP17 properly. To prevent this happening you may wish to remind the service provider to complete the band of treatment they provide in the box entitled "Referral for advanced mandatory services (AMS)".