NHS
Business Services Authority

eDEN User Guide

Contract Overview Dashboard guide

NHS
Business Services Authority

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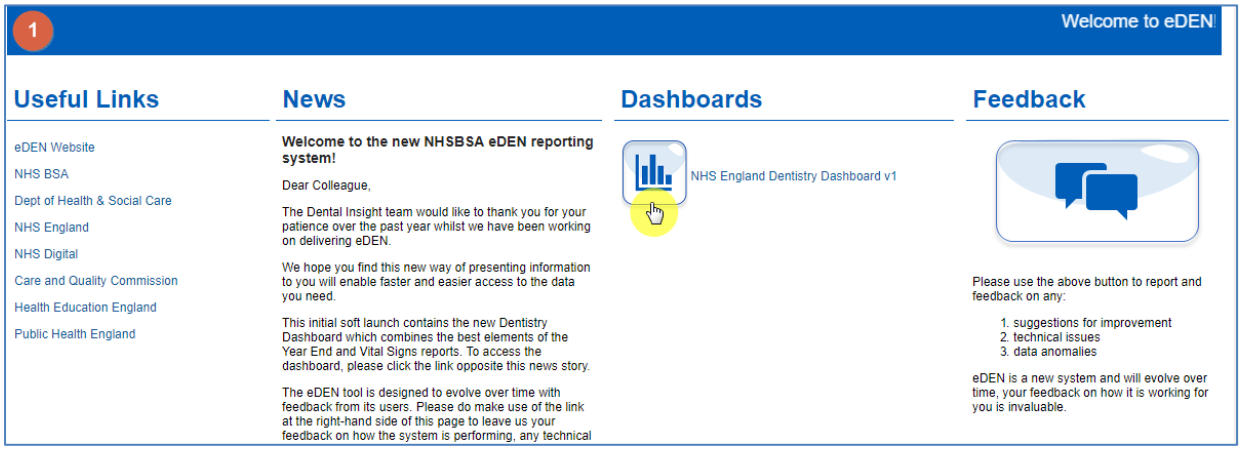
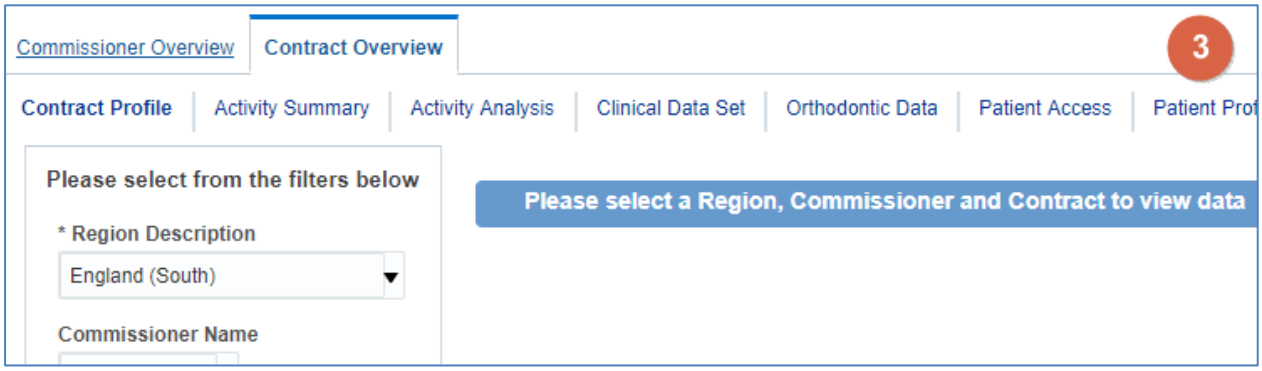
Finding the Contract Overview Reports

1. From the landing page select the Dentistry Dashboard icon.



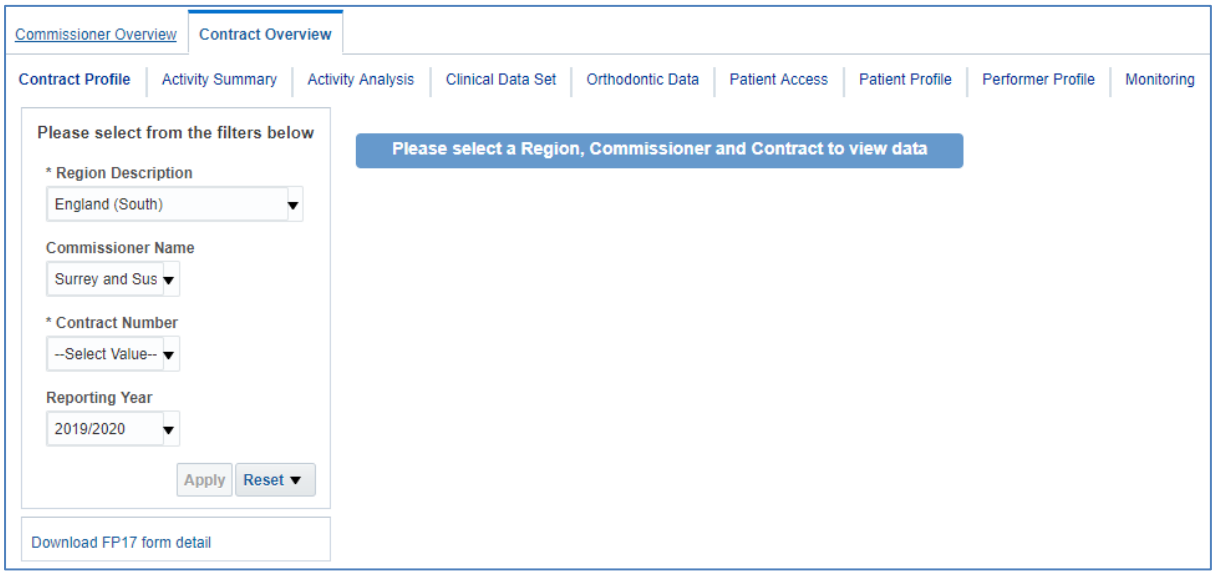
2. The Commissioner Overview reports will be displayed, select the ‘Contract Overview page.

3. The Contract Overview page will now be displayed, and you will be prompted to select the relevant filters.



Using the Contract Overview reports

The Contract Overview report is split into nine separate tabs the report will default to land on the 'Contract Profile' tab.

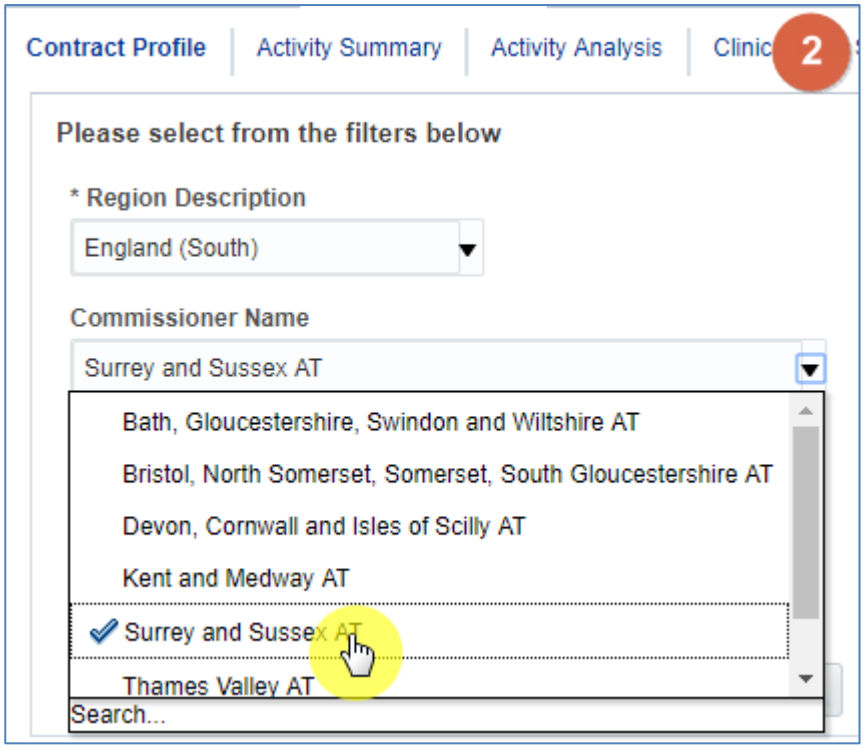


The Contract Overview report is designed to look at data for individual contracts, with each of the nine tabs showing a different subset of data for the contract you select.

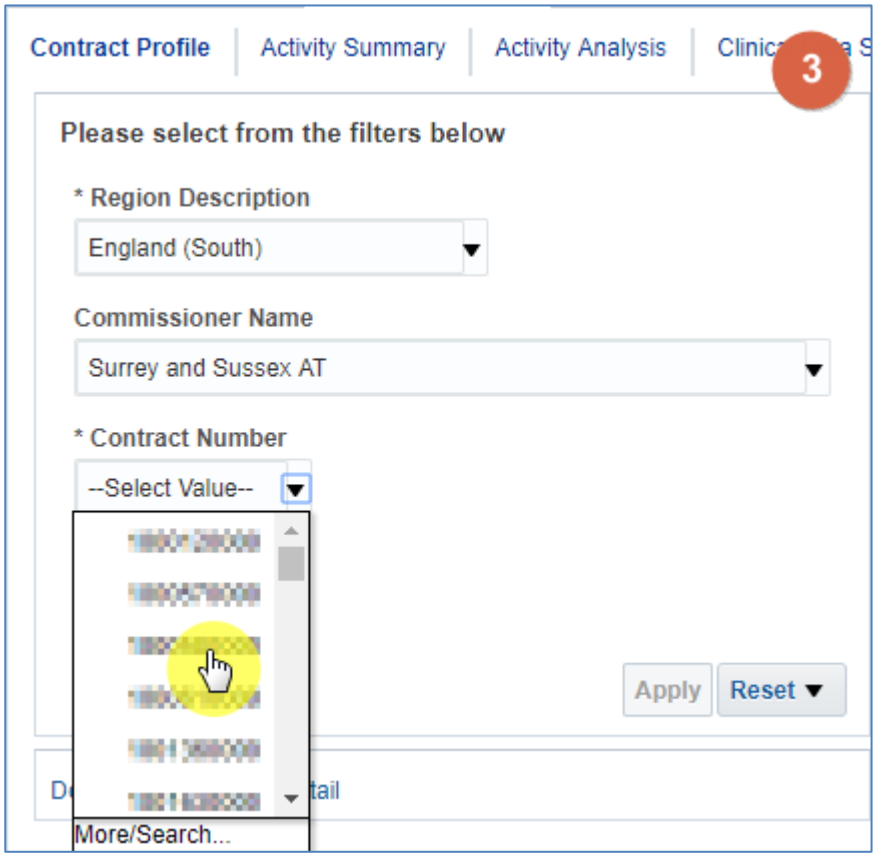
The first thing you must do is use the prompts to select the contact you want to view data for.

1. Select Region

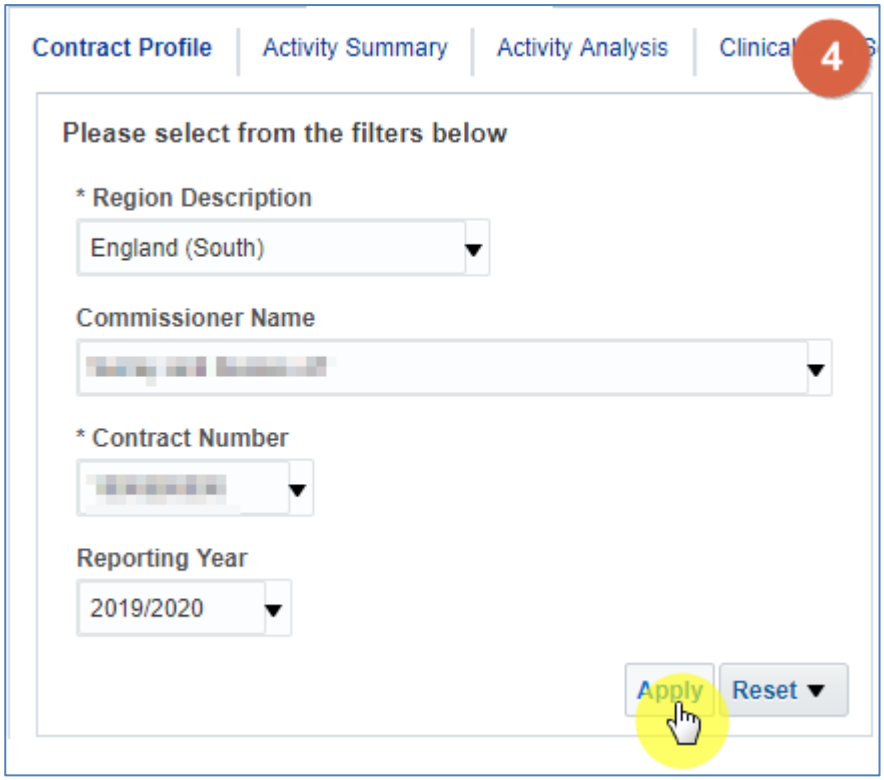
2. Select Commissioner Name



3. Select the ‘Contract Number’



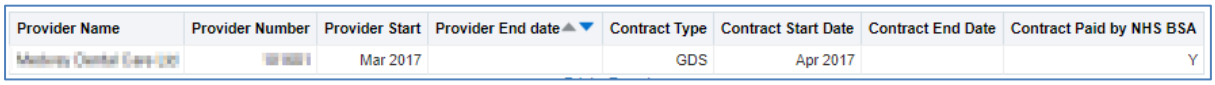
4. Click ‘Apply’ the dashboard will update to show your data


Contract Profile
Activity Summary
Activity Analysis
Clinical
4
Please select from the filters below
* Region Description
England (South)
Commissioner Name
* Contract Number
Reporting Year
2019/2020
Apply
Reset

Contract Profile

Contract Information

The contract information table will show Contract details as entered by commissioners on CoMPASS.



Provider Name	Provider Number	Provider Start	Provider End date	Contract Type	Contract Start Date	Contract End Date	Contract Paid by NHS BSA
[redacted]	[redacted]	Mar 2017		GDS	Apr 2017		Y

Services Delivered

The services delivered has three performance tiles

% Annual UDA Services Delivered shows the percentage of annual UDA services delivered for the selected time period and contract.

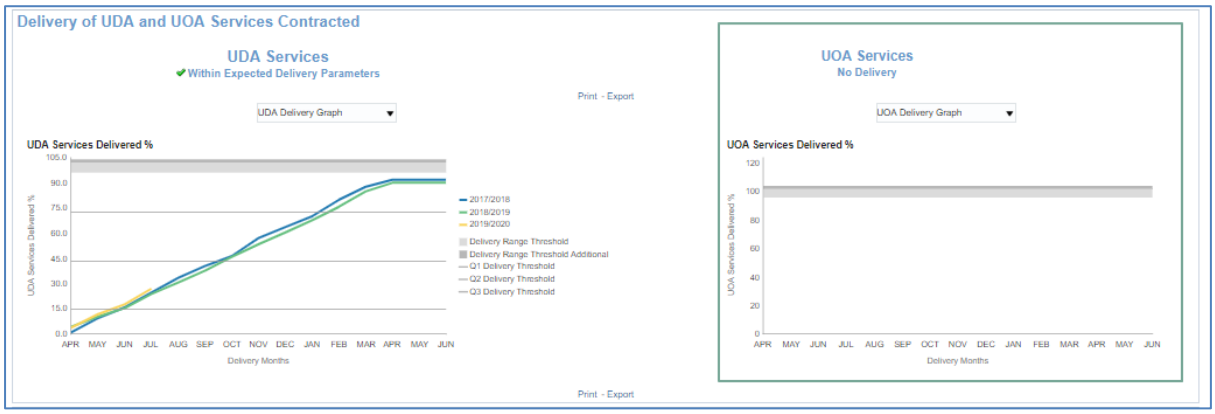
% Annual UOA Services Delivered shows the percentage of annual UOA services delivered for the selected time period and contract.

% Annual COT Services Delivered shows the percentage of annual COT services delivered for the selected time period and contract.

Delivery of UDA and UOA Services Contracted

There are two graphs within this section, one showing UDA Services, and the other showing for UOA services delivered.

If the selected contractor has not provided either of these services the chart will show as blank, as is shown highlighted below:

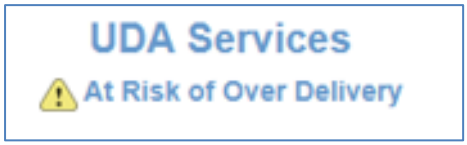


This contract has provided UDA services, but has not provided UOA services hence the UOA services chart is blank.

On each of these charts you will see a message regarding the expected delivery of the services:

No delivery, this message will show if there has been no delivery of this service.

'Within Expected Delivery Parameters', this will show when the service is within the expected parameters.

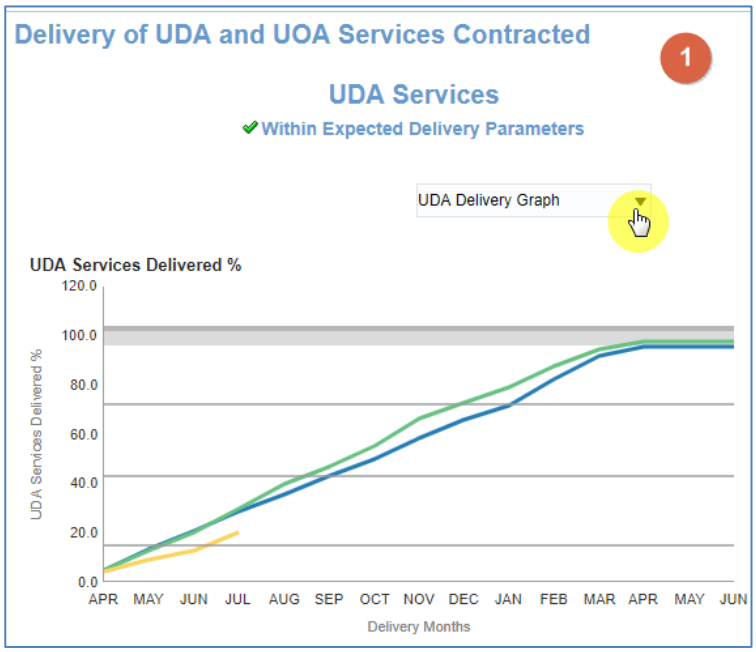


At Risk of Over Delivery, by looking at the previous year national monthly delivery percentage profile and benchmarking for current year. At Risk of Over Delivery is the contracts falling in the 95th percentile.

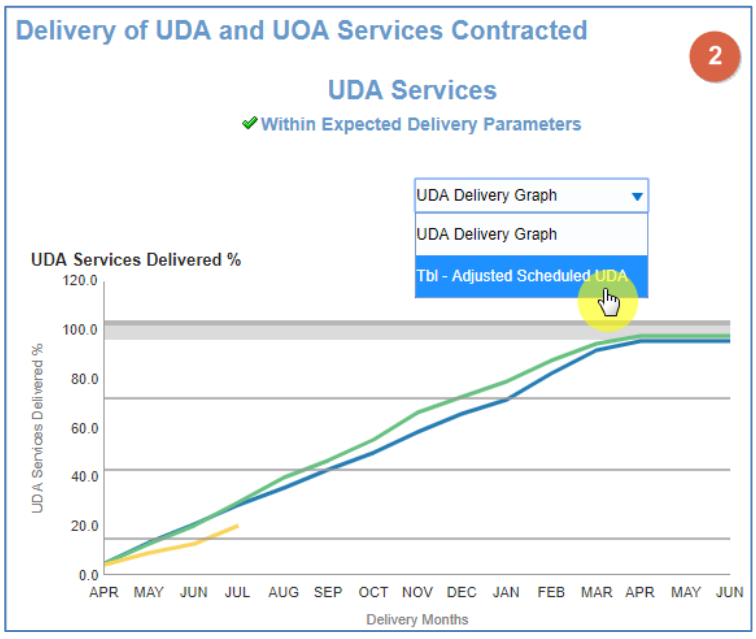
'At Risk of Under Delivery', looking at the previous year National monthly delivery percentage profile and set to benchmark for current year, under delivery for contracts falling in the 5th percentile.

Update view to display table of data

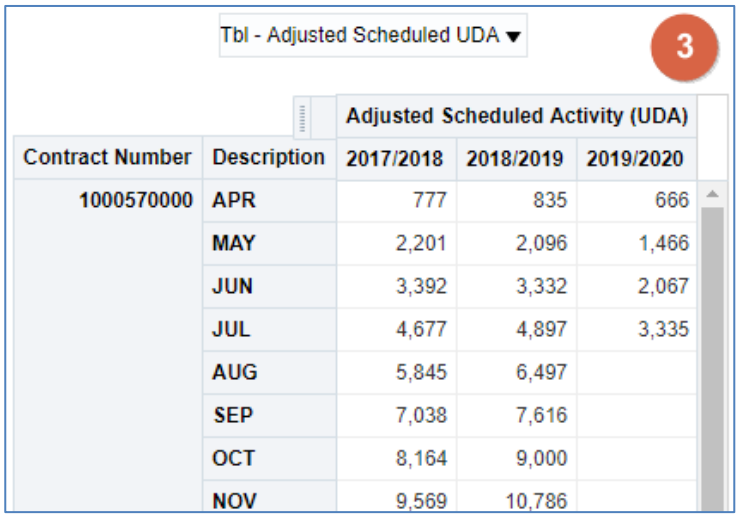
1. Select the drop-down prompt on the graph.



2. Select 'Tbl – Adjusted Scheduled UDA'.



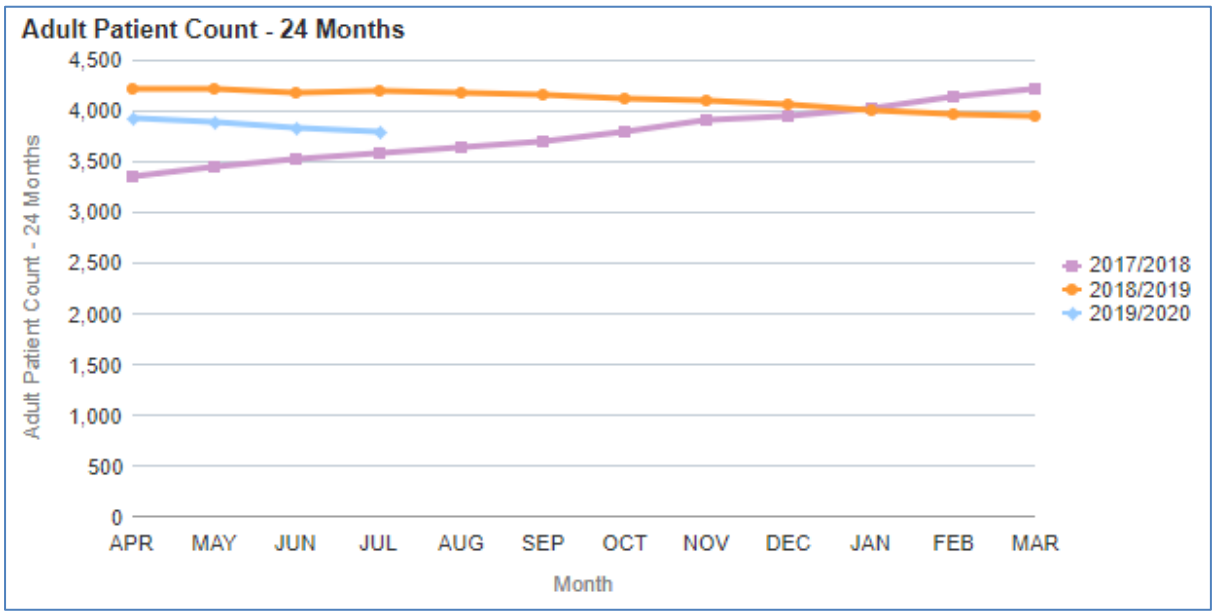
3. The view will then update to display a table of data.



Contract Number	Description	Adjusted Scheduled Activity (UDA)		
		2017/2018	2018/2019	2019/2020
1000570000	APR	777	835	666
	MAY	2,201	2,096	1,466
	JUN	3,392	3,332	2,067
	JUL	4,677	4,897	3,335
	AUG	5,845	6,497	
	SEP	7,038	7,616	
	OCT	8,164	9,000	
	NOV	9,569	10,786	

Patient Access

The Patient access has two line charts, displaying a count of unique patients. One chart shows the Adult patient count over the previous 24 months and the other shows the count for children over the previous 12 months.



FP17 forms for the same Patient ID (Re-attendance)

Data displayed for FP17 forms for the same patient ID, for selected contractor.

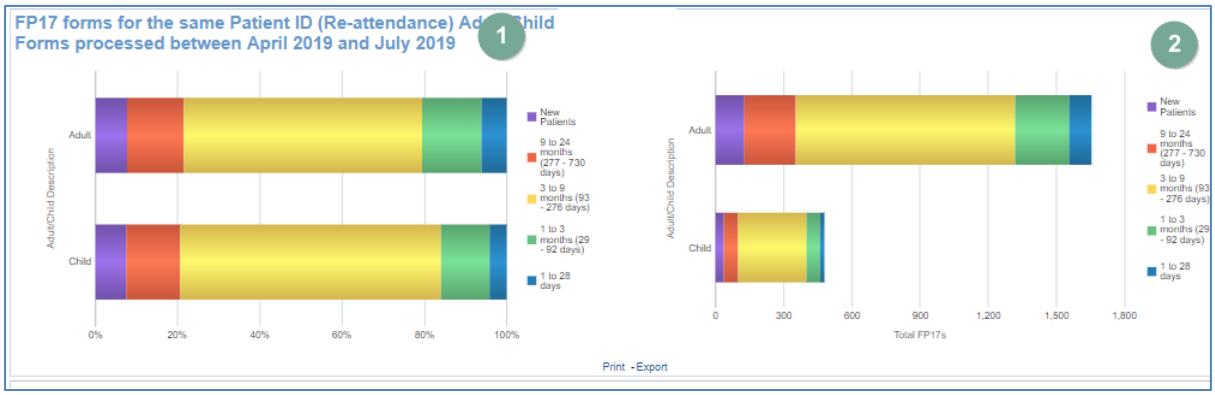
1. showing data broken down by patient groupings and shows data in a percentage format.

2. showing data broken down by patient groupings and shows the total number of FP17's

3. shows the percentage of FP17 figures for each grouping of the Country

4. shows the percentage of FP17 Figures for the region.

Charts 3 and 4 allows you to easily compare how the selected contract is doing compared to the region or country figures.



FP17 forms for the same Patient ID (Re-attendance) by Adult Patient Charge Status.

Data displayed for FP17 forms for the same patient ID, by patient charge status.

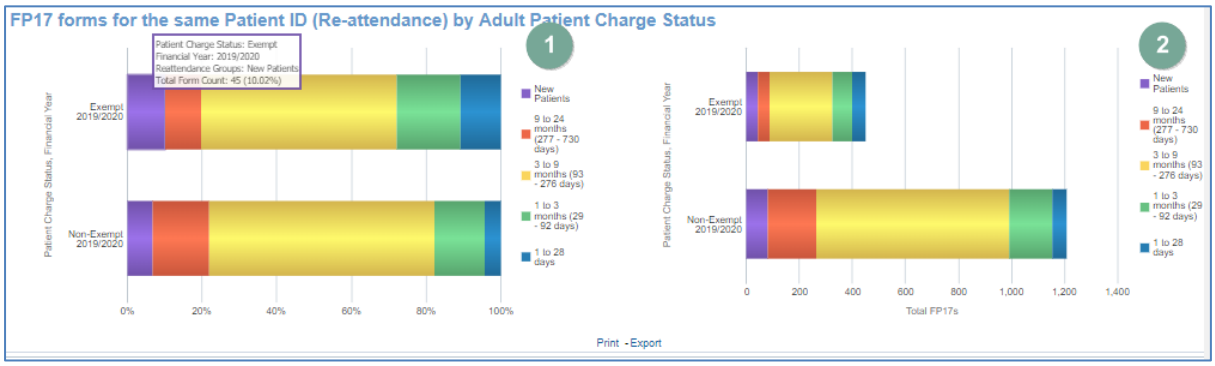
1. showing data broken down by patient groupings and shows data in a percentage format.

2. showing data broken down by patient groupings and shows the total number of FP17's split by patient charge status.

3. shows the percentage of FP17 figures for each grouping of the Country

4. shows the percentage of FP17 Figures for the region.

Charts 3 and 4 allows you to easily compare how the selected contract is doing compared to the region or country figures.

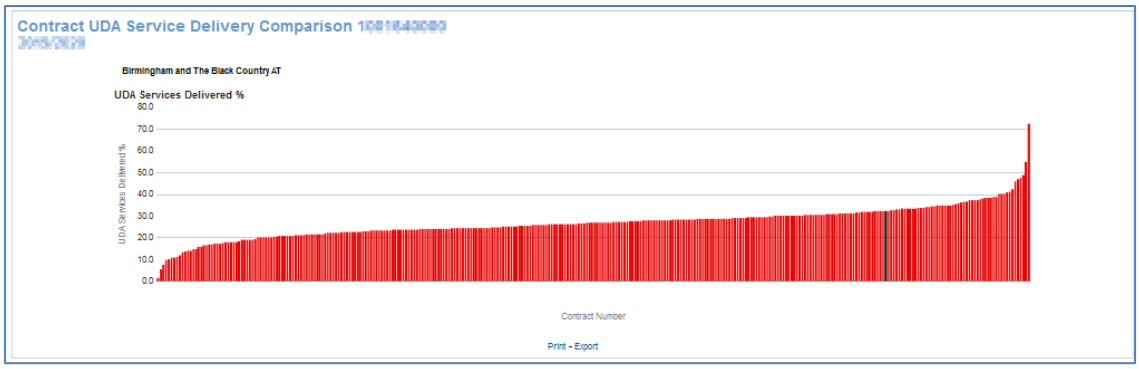


Activity Summary

The activity summary tab will provide a summary of the activity of the selected contract.

Contract UDA Service Delivery Comparison

Allows the comparison of the % of UDA Services delivered of the select contract against all other contracts within the Area Team.



Dental Services – General

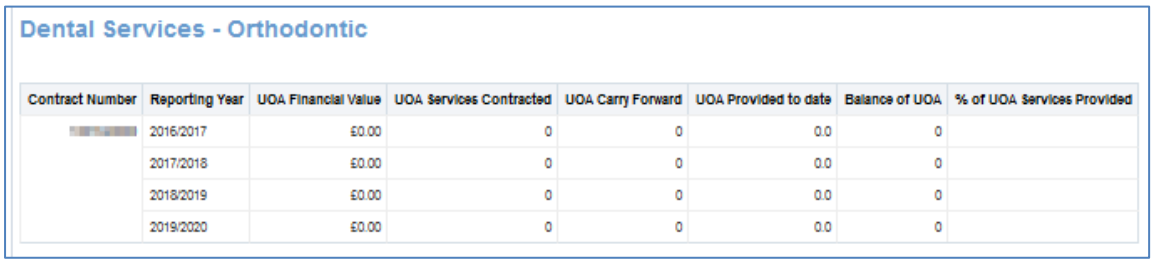
Table of data – showing Reporting Year Contract Number, UDA financial value, UDA services Contracted, UDA carry forwards, UDA provided to date, Balance of UDA, % of UDA Services Provided.

Dental Services - General

Contract Number	Reporting Year	UDA Financial Value	UDA Services Contracted	UDA Carry Forward	UDA Provided to date	Balance of UDA	% of UDA Services Provided
[redacted]	2016/2017	£146,419.97	6,088	0	6,084.4	-4	99.9 ✔
	2017/2018	£119,474.63	4,890	1	4,895.8	5	100.1 ✔
	2018/2019	£121,481.80	4,890	-4	4,889.0	3	100.1 ✔
	2019/2020	£122,271.43	4,890	0	1,571.0	-3,319	32.1

Dental Services – Orthodontic

Table of data - showing Reporting Year Contract Number, UOA financial value, UOA services Contracted, UOA carry forwards, UOA provided to date, Balance of UOA, % of UOA Services Provided.

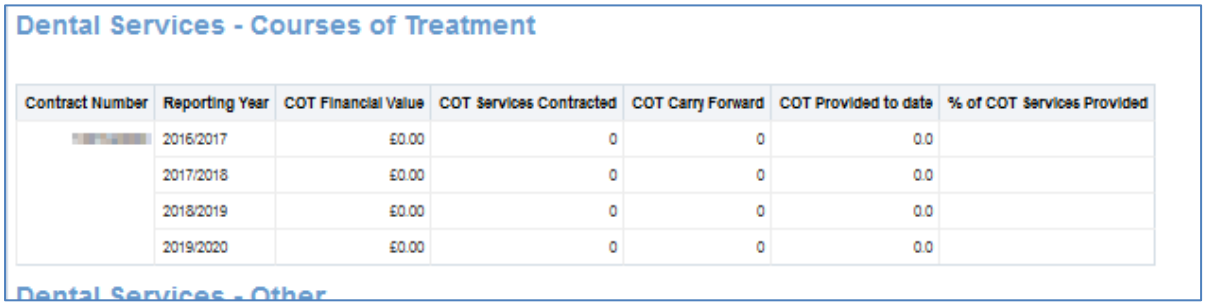


Dental Services - Orthodontic

Contract Number	Reporting Year	UOA Financial Value	UOA Services Contracted	UOA Carry Forward	UOA Provided to date	Balance of UOA	% of UOA Services Provided
[redacted]	2016/2017	£0.00	0	0	0.0	0	
	2017/2018	£0.00	0	0	0.0	0	
	2018/2019	£0.00	0	0	0.0	0	
	2019/2020	£0.00	0	0	0.0	0	

Dental Services – Courses of Treatment

Table of data - showing Reporting Year Contract Number, COT financial value, COT services Contracted, COT carry forwards, COT provided to date, Balance of COT, % of COT Services Provided.



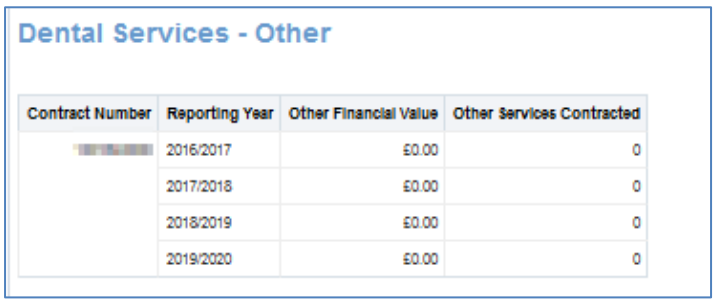
Dental Services - Courses of Treatment

Contract Number	Reporting Year	COT Financial Value	COT Services Contracted	COT Carry Forward	COT Provided to date	% of COT Services Provided
[redacted]	2016/2017	£0.00	0	0	0.0	
	2017/2018	£0.00	0	0	0.0	
	2018/2019	£0.00	0	0	0.0	
	2019/2020	£0.00	0	0	0.0	

Dental Services - Other

Dental Services – Other

Table of data – showing Contract Number, Reporting Year, Other Financial Value, Other Services Contracted



Dental Services - Other

Contract Number	Reporting Year	Other Financial Value	Other Services Contracted
[redacted]	2016/2017	£0.00	0
	2017/2018	£0.00	0
	2018/2019	£0.00	0
	2019/2020	£0.00	0

Activity Analysis

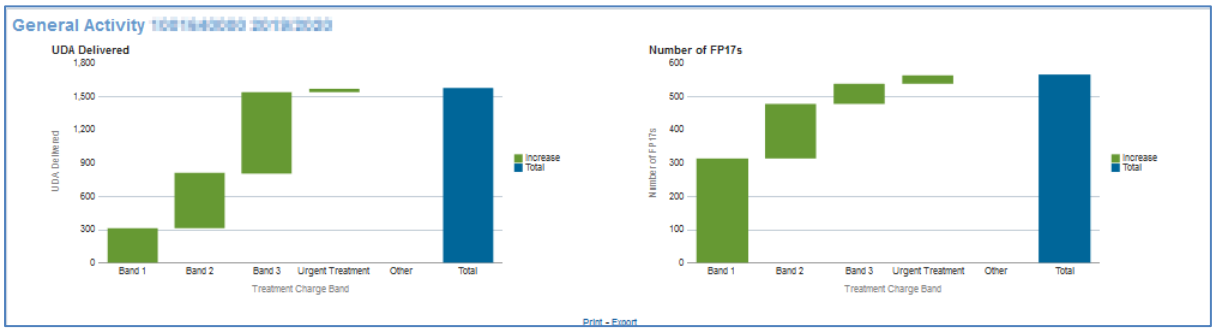
Provides further breakdown of the activity of the contract selected.

General Activity

Stacked bar charts – showing data for selected time period and contract number.

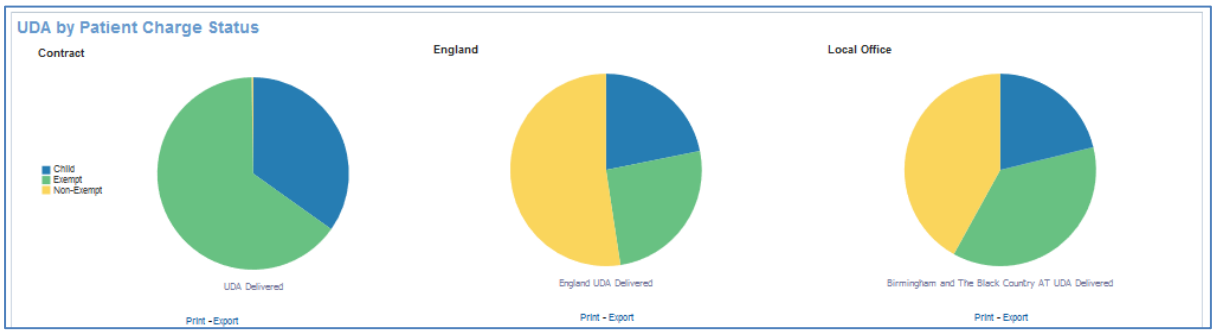
UDA delivered graph shows UDA's delivered by band, urgent treatment and others represented by the green bars, the blue bar shows the total UDA's delivered.

Number of FP17s graph shows number of FP17's provided by band, urgent treatment and others represented by the green bars, the blue bar shows the total FP17's provided.



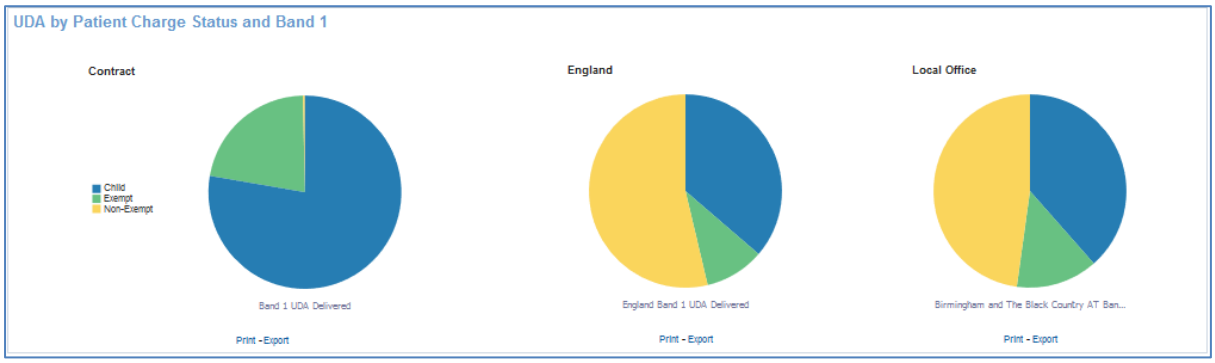
UDA by Patient Charge Status

Pie charts – showing breakdown of patient charge status for the selected time period and contract number, England or the Local Office. Pie charts are broken into three slices, Blue = Child, Green = Exempt and Yellow = Non-Exempt



UDA by Patient Charge Status and Band 1

Pie charts – showing breakdown of patient charge status for the selected charge band, time period and contract number, England or Local Office. Pie charts are broken into three slices, Blue = Child, Green = Exempt and Yellow = Non-Exempt

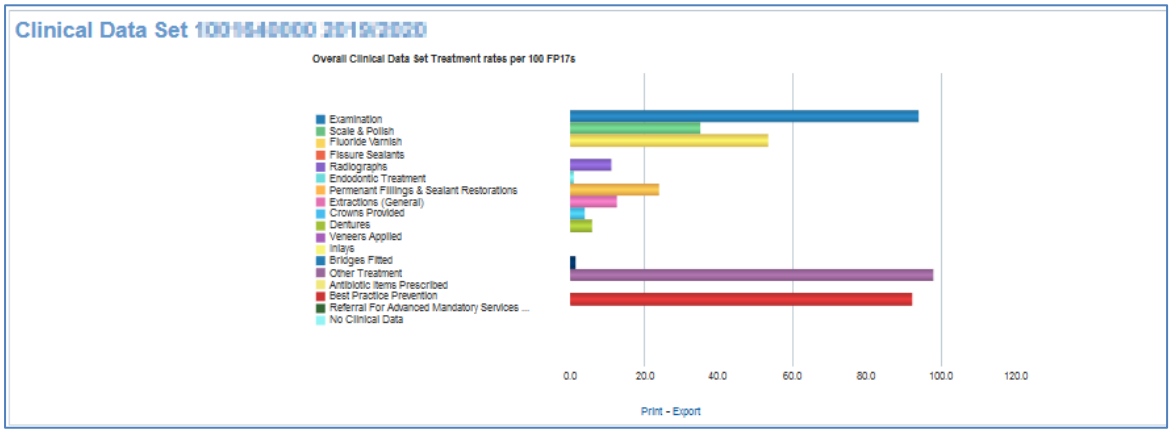


Clinical Data Set

Provides a breakdown of the clinical data set

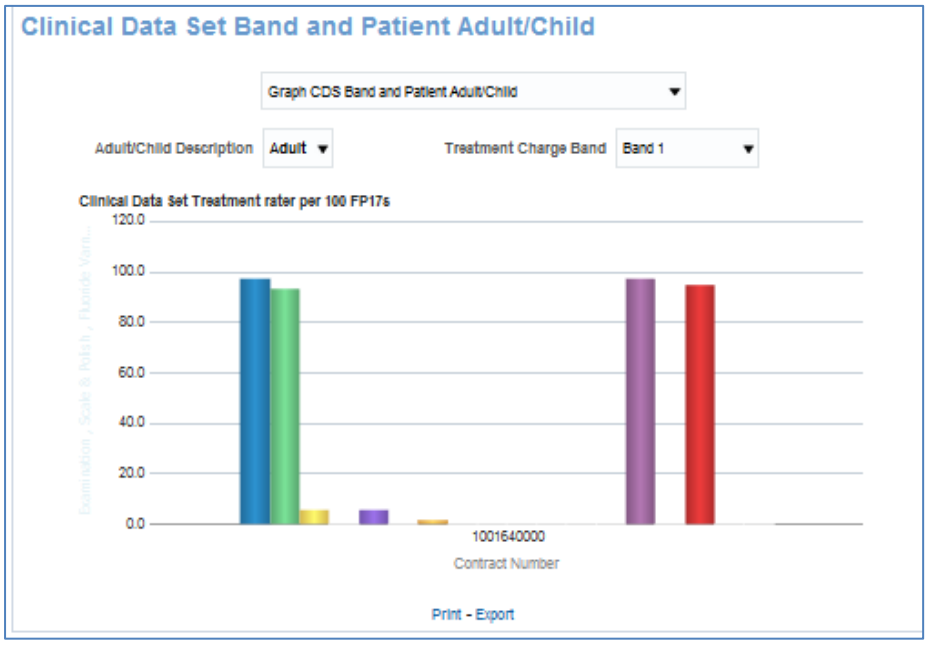
Clinical Data Set

Horizontal bar chart – showing the overall clinical data set treatment rates per 100 FP17's, for the selected time period and contract



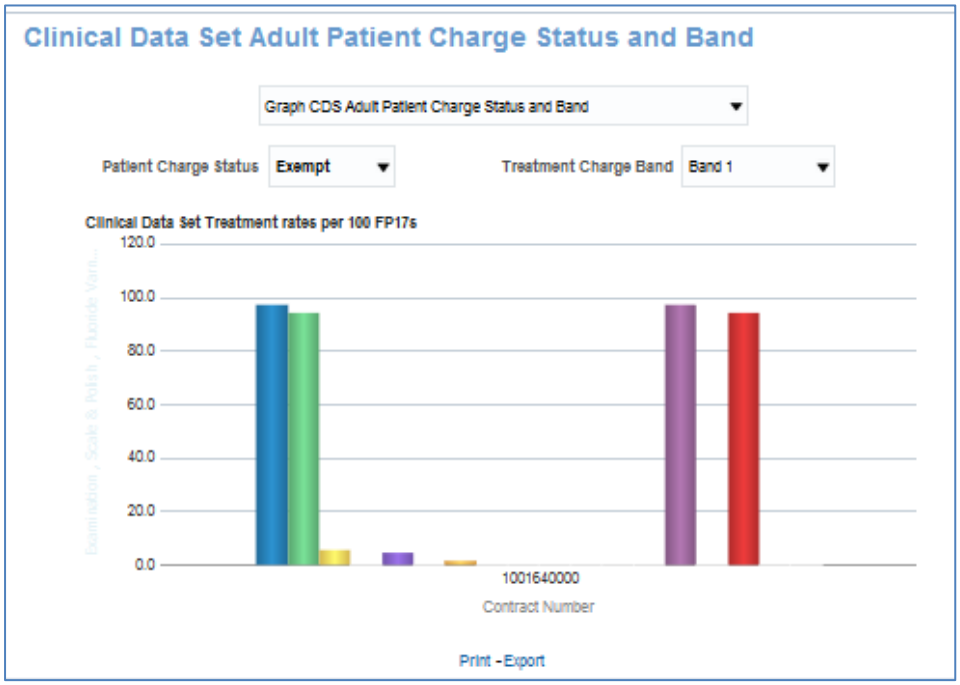
Clinical Data Set Band and Patient Adult/Child

Vertical bar chart – showing clinical data set treatment rates per 100 FP17's, for the selected time period, adult/child description, treatment charge band and contract



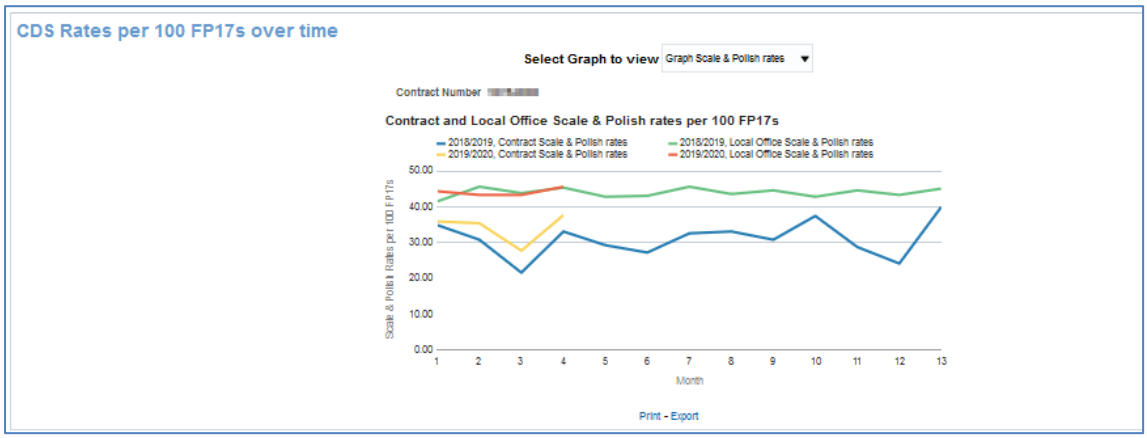
Clinical Data Set Adult Patient Charge Status and Band

Vertical bar chart – showing clinical data set treatment rates per 100 FP17's, for the selected time period, patient charge status, treatment charge band and contract



CDS Rates per 100 FP17s over time

Line chart – showing CDS Rates per 100 FP17s over time for the latest 15 months by month. Three views to choose from: Scale and Polish, Radiograph or Fluoride Varnish rates.



Orthodontic Data

Orthodontic FP17s

Stacked bar chart – showing number of FP17s for the selected contractor and time period. Green bars represent assessment type blue bar shows the total.

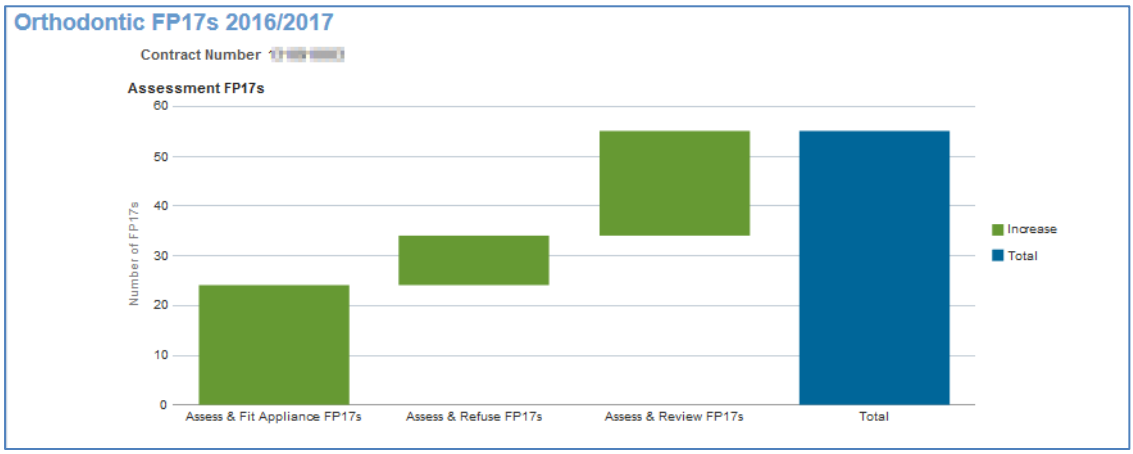


Table of data – showing Assessment FP17s, % of all assessments that were assess and fit appliance (case starts), % of all assessments that were assess and review, % of all assessments that were assess and refuse.

Assessment FP17s	% of all assessments that were assess and fit appliance (case starts)	% of all assessments that were assess and review	% of all assessments that were assess and refuse
16	62.5	25.0	12.5

Print - Export

Concluded treatment FP17s

Bar chart showing the number of concluded treatment FP17s, green bars represent the concluded treatment categories, blue bar shows total.

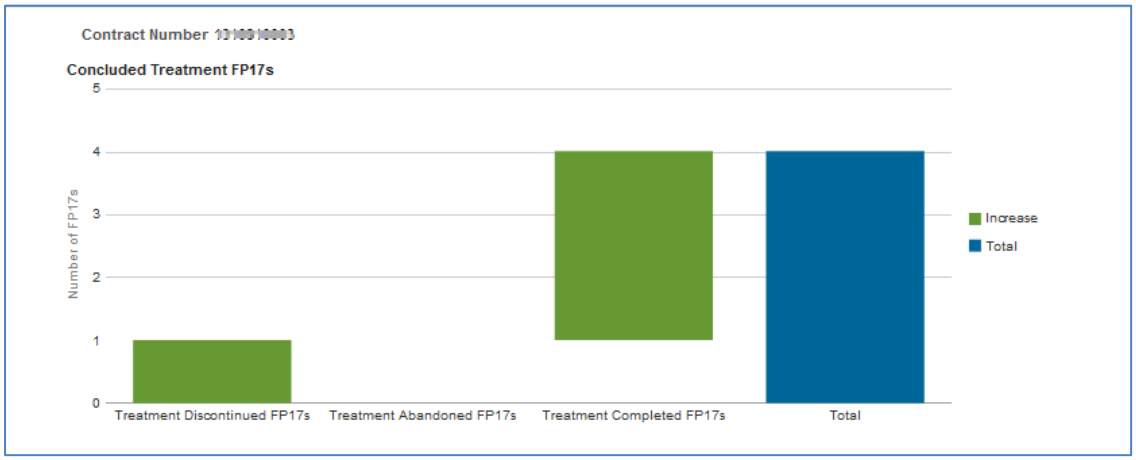


Table of data – showing: Concluded treatment FP17s, Completed treatment FP17s, % concluded treatment where treatment was completed, Concluded courses abandoned or discontinued, % concluded treatment where treatment was completed

Concluded Treatment FP17s	Completed Treatment FP17s	% concluded treatment where treatment was completed	Concluded courses abandoned or discontinued	% concluded courses where treatment was abandoned or discontinued
4	3	75.0	1	25.0

Print -Export

Table of data – showing Forms With Orthodontic Regulation 11 Replacement Appliance, Forms With Repair to Appliance Fitted By Another Dentist

Forms With Orthodontic Regulation 11 Replacement Appliance	Forms With Repair to Appliance Fitted By Another Dentist
2.00	0.00

Print -Export

Patient Access

During the last 12 or 24 months. Patients have been identified by using surname, first initial, gender and date of birth. No other identifiers have been used. This is a pragmatic compromise between undercounting patients with common identifiers and over-counting where there are slight differences in recorded details.

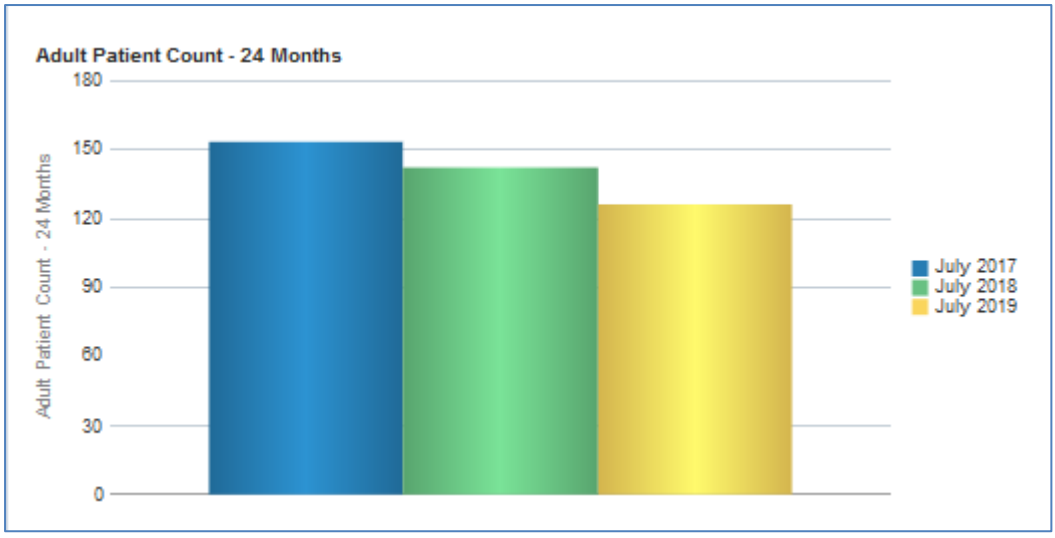
Each unique patient ID is counted against the dentist contract against which the most recent claim was recorded in the 12 or 24 month period, with the following exceptions. If the most recent claim is for urgent treatment, orthodontic treatment, free treatment or treatment on referral the ID remains with the previous contract, if there is one within the 12 or 24 month period. If the claim for the previous contract occurred before the 12 or 24 month period, the ID is allocated to the most recent contract.

Patient Access

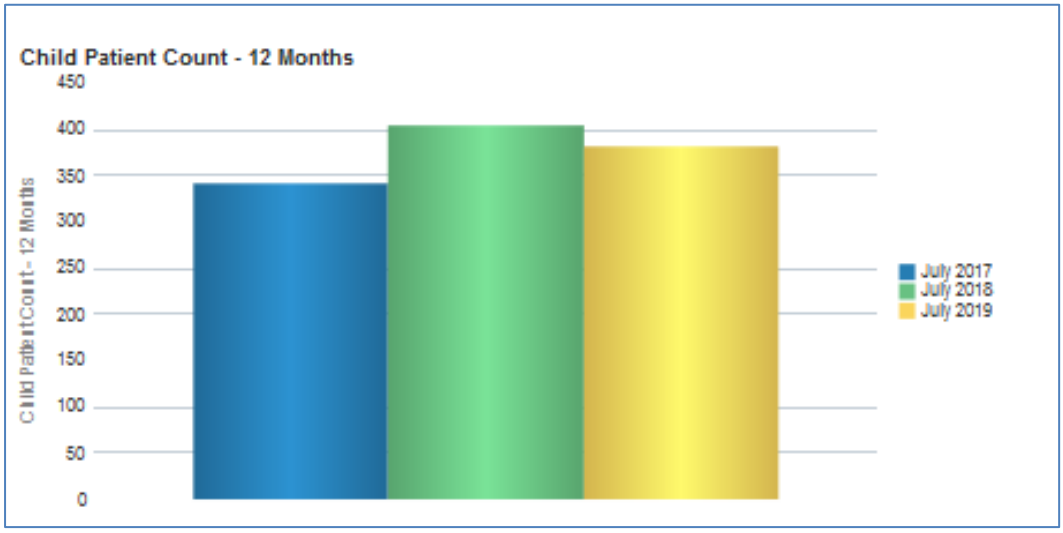
Table – Showing 12 month and 24 month patient counts by adult/child. For the selected contract.

Snapshot Month	Adult Patient Count - 24 Months	Child Patient Count - 12 Months
July 2017	153	341
July 2018	142	403
July 2019	126	380

Vertical bar chart – Showing 24 month adult patient count up to the time period indicated, i.e. Yellow indicates the adult patient count for the 24 months up to March 2019.



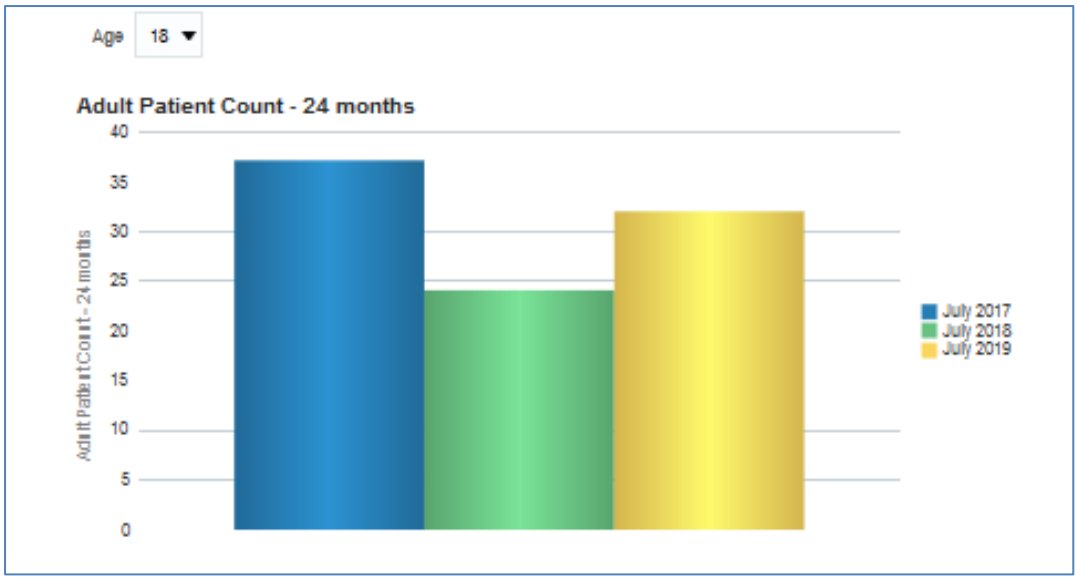
Vertical bar chart – Showing 12 month child patient count up to the time period indicated, i.e. Yellow indicates the child patient count for the 12 months up to March 2019.



Patient Access – By Age

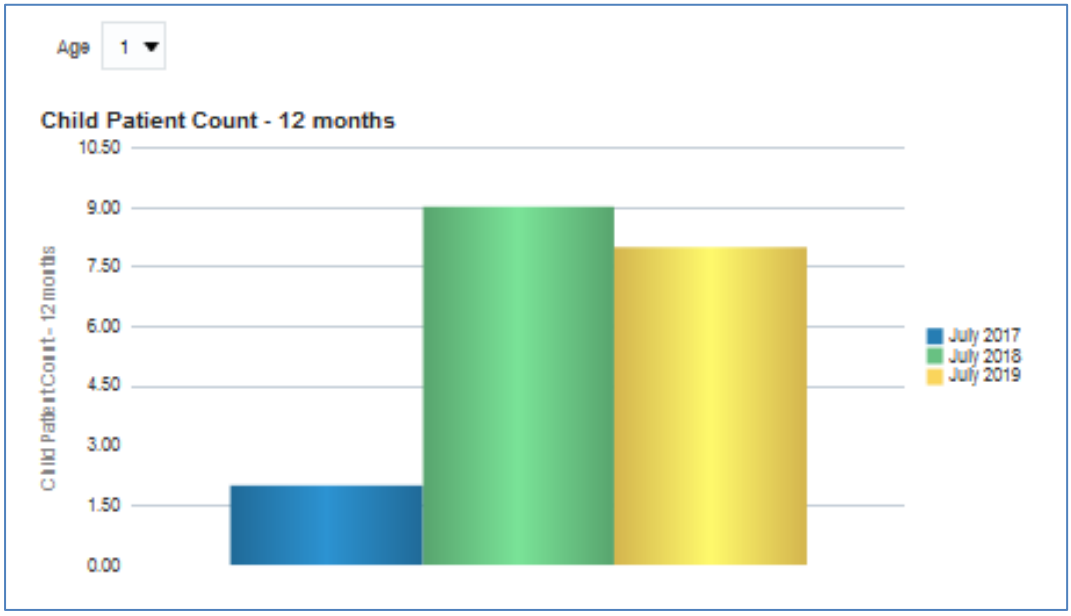
Vertical bar chart – Showing 24 month adult patient count up to the time period indicated for the selected patient age band, i.e. Yellow indicates the adult patient count for the 24 months up to March 2019.

A drop-down list allows the selection of a specific age group.



Vertical bar chart – Showing 12 month child patient count up to the time period indicated for the selected child age band, i.e. Yellow indicates the child patient count for the 12 months up to March 2019.

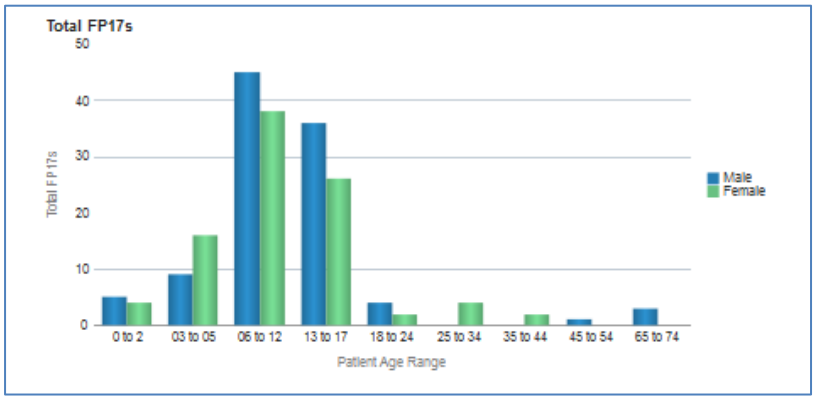
A drop-down list allows the selection of a specific age group.



Patient Profile

Patient Profile - General

Vertical bar chart – showing total FP17's for each age group and sex.



Vertical bar chart – showing UDAs delivered for each age group and sex.

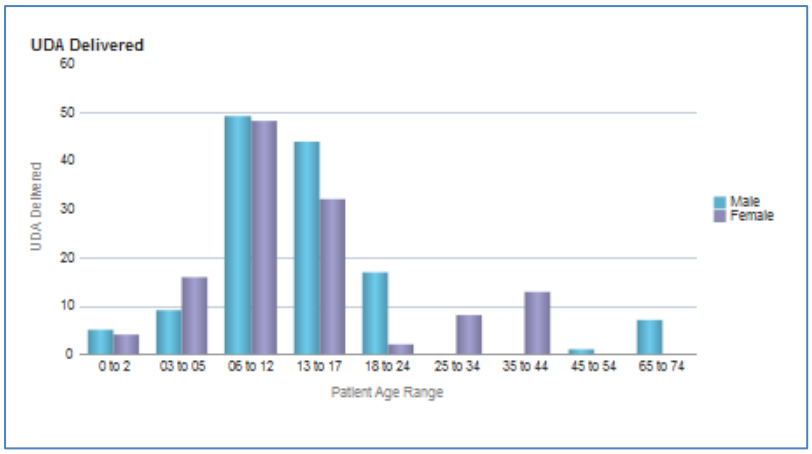
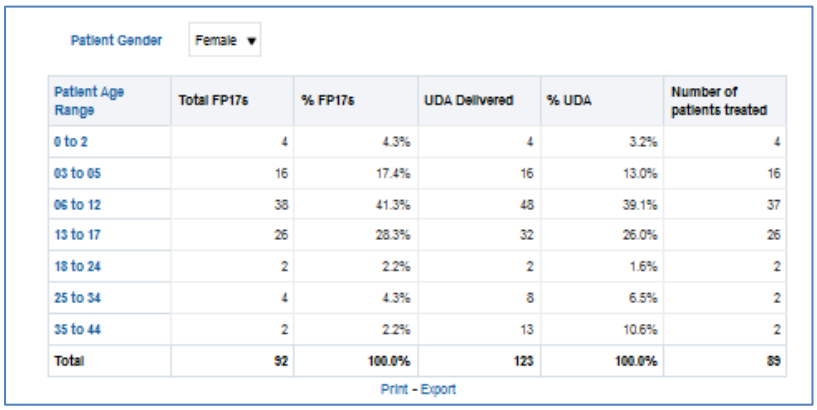


Table of data – showing total FP17's, % FP17s, UDA Delivered, % UDA and Number of patients treated. Split by age group for selected gender.



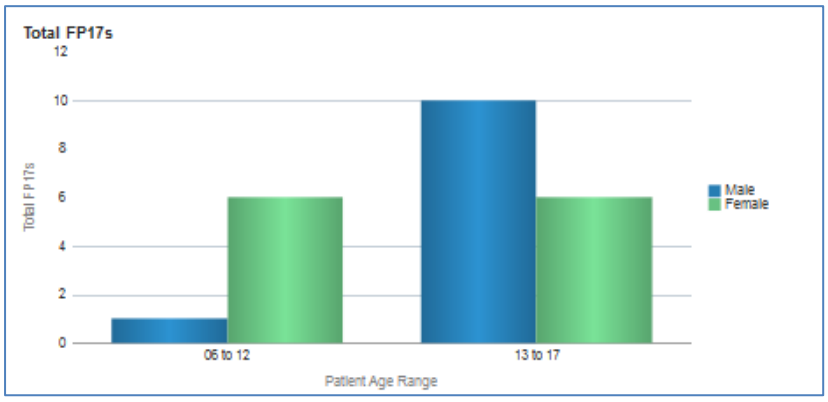
Patient Gender: Female

Patient Age Range	Total FP17s	% FP17s	UDA Delivered	% UDA	Number of patients treated
0 to 2	4	4.3%	4	3.2%	4
03 to 05	16	17.4%	16	13.0%	16
06 to 12	38	41.3%	48	39.1%	37
13 to 17	26	28.3%	32	26.0%	26
18 to 24	2	2.2%	2	1.6%	2
25 to 34	4	4.3%	8	6.5%	2
35 to 44	2	2.2%	13	10.6%	2
Total	**92**	**100.0%**	**123**	**100.0%**	**89**

Print - Export

Patient Profile – Orthodontic

Vertical bar chart – showing total FP17's for each age group and sex



Vertical bar chart – showing UOAs delivered for each age group and sex.

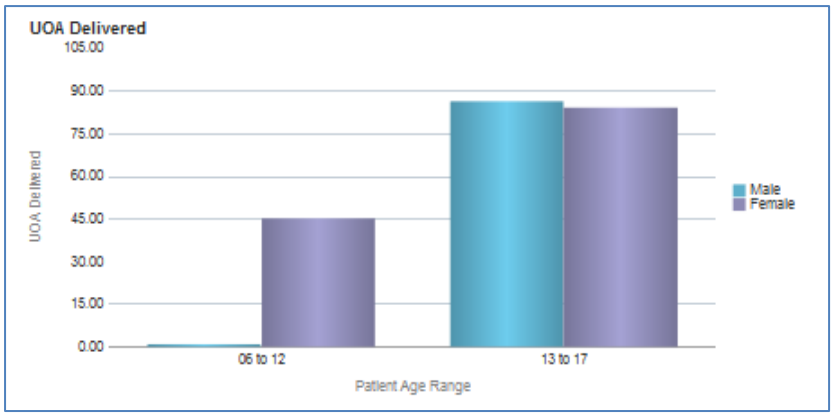
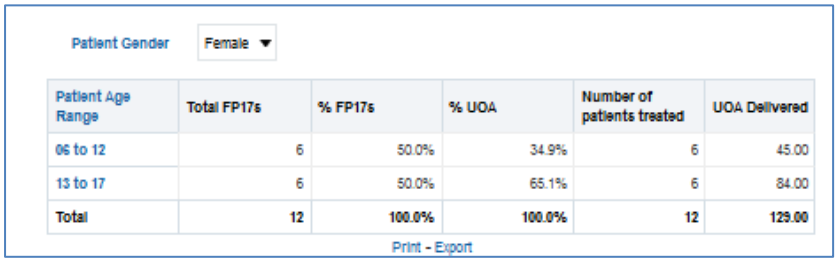


Table of data – showing total FP17's, % FP17s, UOA Delivered, % UOA and Number of patients treated. Split by age group for selected gender.



Patient Gender: Female

Patient Age Range	Total FP17s	% FP17s	% UOA	Number of patients treated	UOA Delivered
06 to 12	6	50.0%	34.9%	6	45.00
13 to 17	6	50.0%	65.1%	6	84.00
Total	**12**	**100.0%**	**100.0%**	**12**	**129.00**

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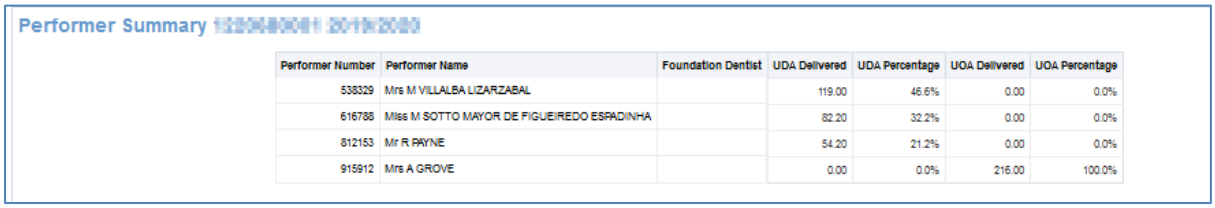
Performer Summary

Table of data- showing data for UDA and UOA for selected contract, broken down to individual performers.

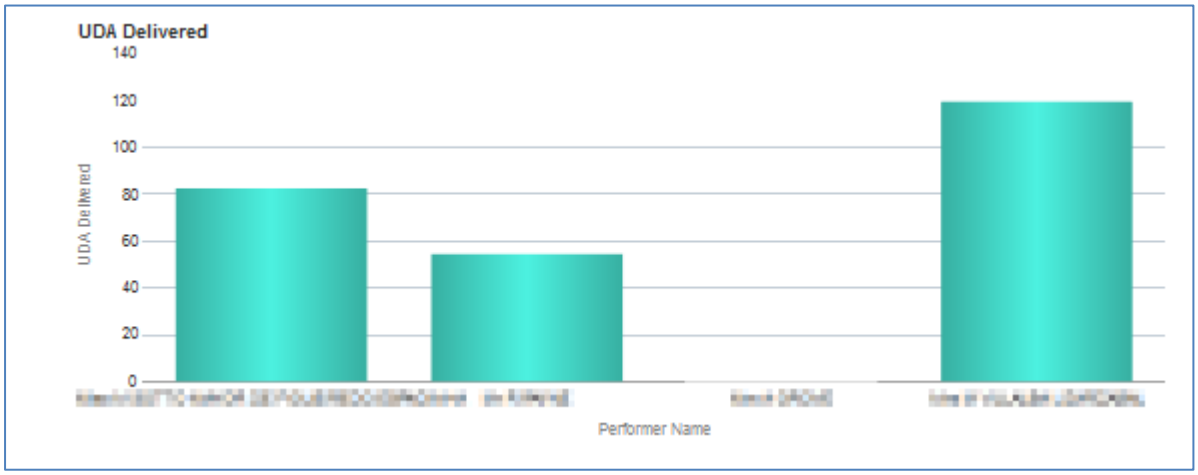


Performer Summary [redacted]

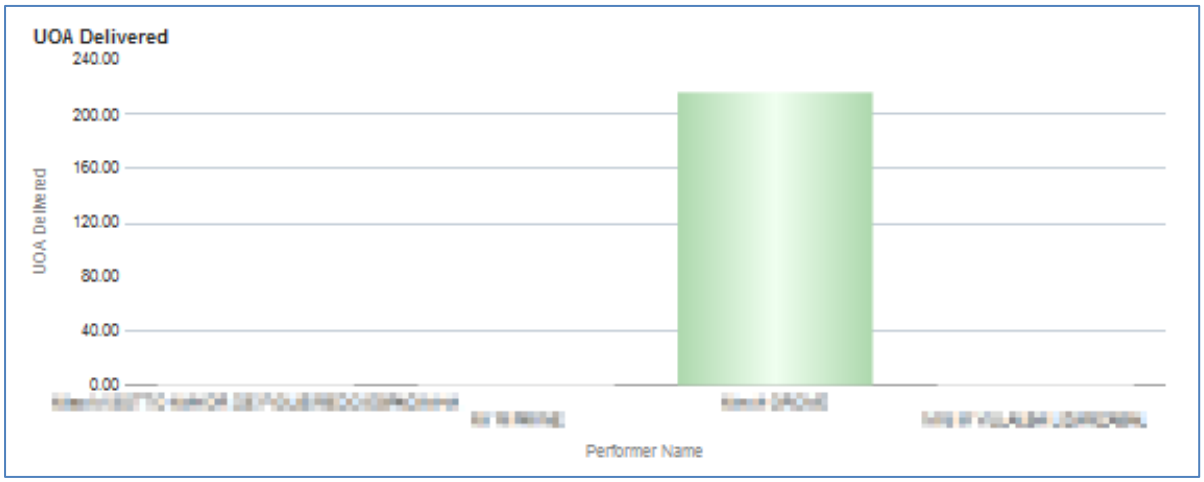
Performer Number	Performer Name	Foundation Dentist	UDA Delivered	UDA Percentage	UOA Delivered	UOA Percentage
538329	Mrs M VILLALBA LIZARZABAL		119.00	46.6%	0.00	0.0%
616788	Miss M SOTTO MAYOR DE FIGUEIREDO ESPADINHA		82.20	32.2%	0.00	0.0%
812153	Mr R PAYNE		54.20	21.2%	0.00	0.0%
915912	Mrs A GROVE		0.00	0.0%	216.00	100.0%

UDA/UOA Delivered

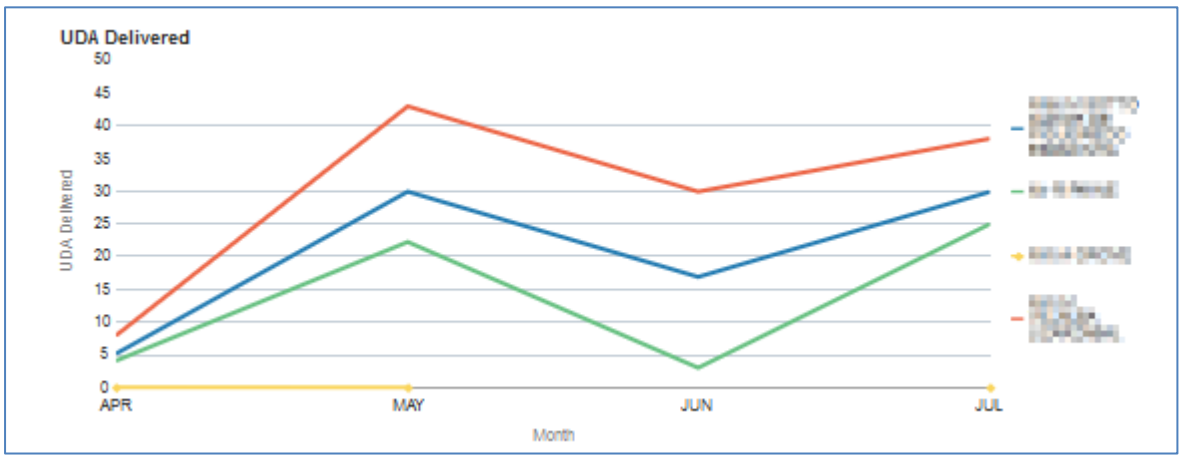
Vertical bar chart – showing UDA delivered by performer.



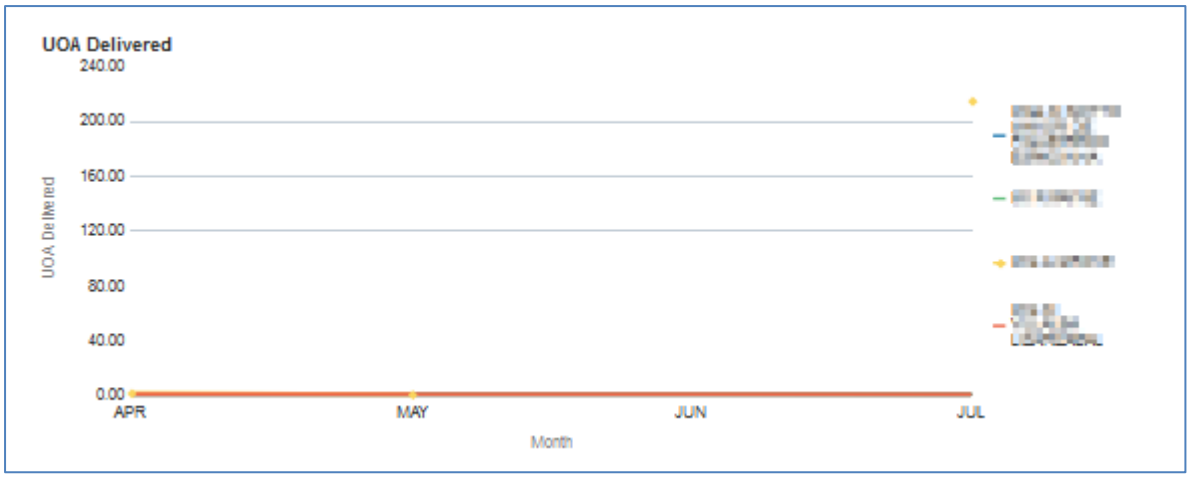
Vertical bar chart – showing UOA delivered by performer.



Line chart – showing time series of UDA delivered by performer.

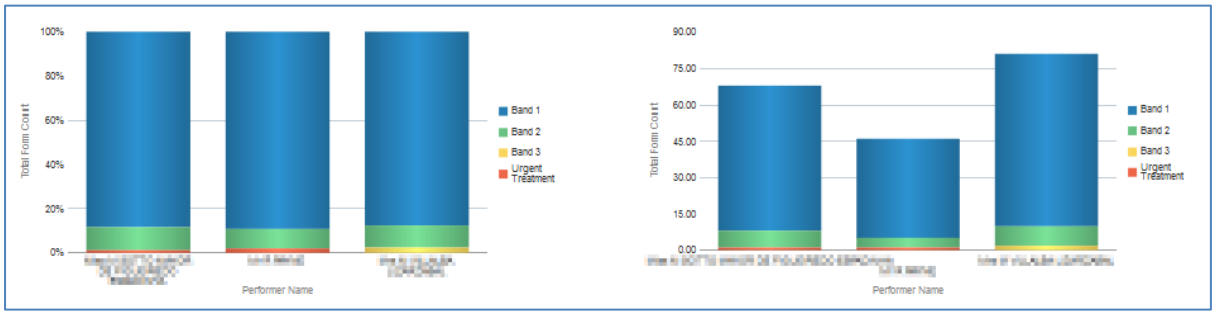


Line chart – showing time series of UOA delivered by performer.



FP17's by treatment charge band

Stacked bar charts – showing percentage breakdown and breakdown by charge band from total form count, by performer



Orthodontic FP17 Forms by type

Stacked bar charts – showing percentage breakdown and breakdown by form type from total form count, by performer

Monitoring

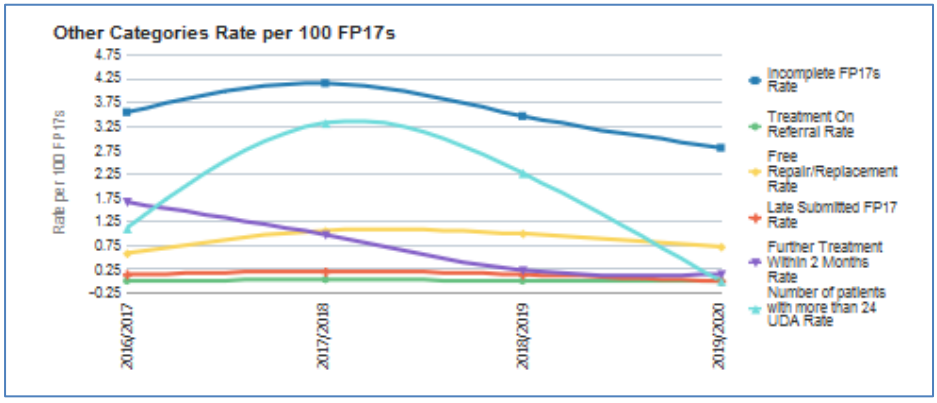
FP17s with Other Treatment Categories

Table of data – showing: Total FP17s, Incomplete treatment, treatment on referral, Free repair/replacement, Late submitted FP17, Further Treatment within 2 months, Number of patients with more than 24 UDA, Band 2 or 3 FP17s, Band 2 or 3 FP17s 'Other treatment', Band 3 FP17s, Band 3 Same Day FP17s, Band 2 & 3 No clinical data.

Reporting Year	Total FP17s	Incomplete Treatment	Treatment On Referral	Free Repair/Replacement	Late Submitted FP17s	Further Treatment Within 2 Months	Number of patients with more than 24 UDA	Band 2 or 3 FP17s	Band 2 or 3 FP17s 'Other Treatment'	Band 3 FP17s	Band 3 Same Day FP17s	Band 2 & 3 No Clinical Data
2016/2017	7,456	265	0	43	10	124	4.00	2,604	168	354	12	3
2017/2018	9,476	395	3	101	20	92	14.00	3,184	442	420	30	4
2018/2019	10,340	360	1	103	15	24	9.00	2,710	474	395	51	0
2019/2020	3,520	99	0	26	0	5	0.00	770	145	111	12	0

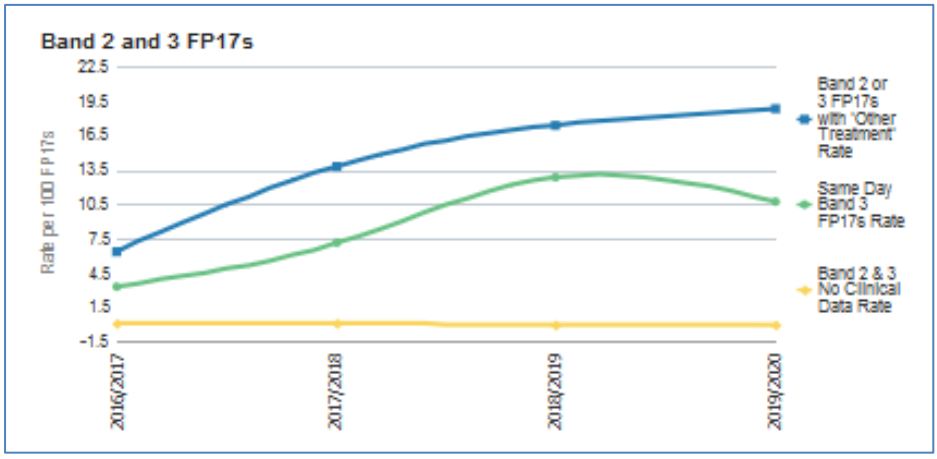
Other categories rate per 100 FP17s

Line chart – showing trend over time for other categories rate per 100 FP17s



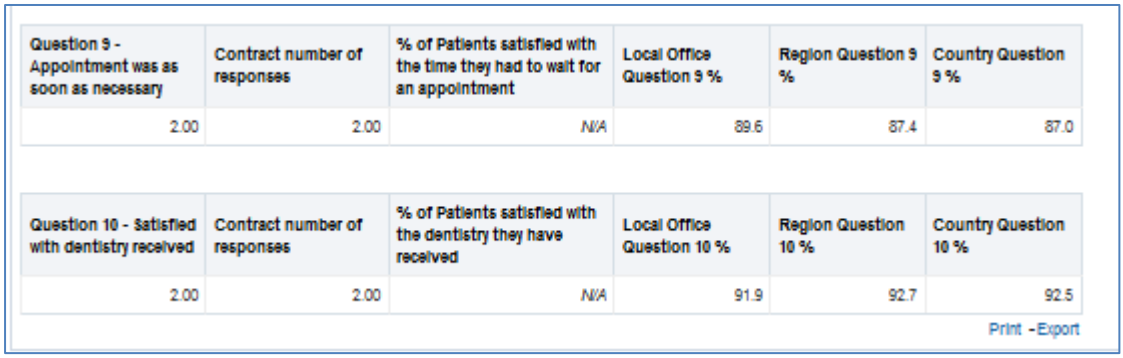
Band 2 and 3 FP17s

Line chart – showing trend over time for band 2 and 3 rate per 100 FP17s



General Patient Questionnaire Satisfaction Results 12 Months ending month/year

Table of data – showing questionnaire results



Question 9 - Appointment was as soon as necessary	Contract number of responses	% of Patients satisfied with the time they had to wait for an appointment	Local Office Question 9 %	Region Question 9 %	Country Question 9 %
2.00	2.00	*N/A*	89.6	87.4	87.0

Question 10 - Satisfied with dentistry received	Contract number of responses	% of Patients satisfied with the dentistry they have received	Local Office Question 10 %	Region Question 10 %	Country Question 10 %
2.00	2.00	*N/A*	91.9	92.7	92.5

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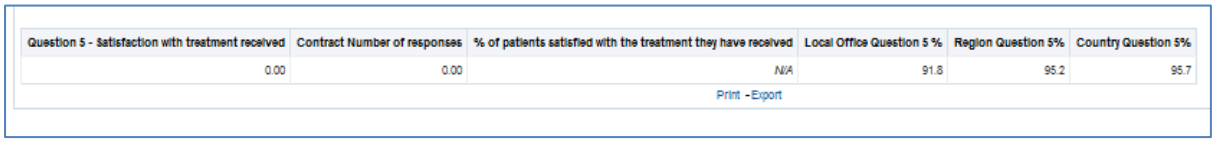
Orthodontic Patient Questionnaire Satisfaction Results 12 Months ending month/year

Table of data – showing questionnaire results



Question 5 - Satisfaction with treatment received	Contract Number of responses	% of patients satisfied with the treatment they have received	Local Office Question 5 %	Region Question 5%	Country Question 5%
0.00	0.00	*N/A*	91.8	95.2	95.7

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