Dealing with activity forms (FP17Ws) that have failed validation in Compass

Forms transmitted to NHS Dental Services through Compass are subject to validation rules. Forms that fail these validation rules are errored. A list of processing errors is available on our website in a document called ‘Dental activity processing errors – England and Wales’.

NHS Dental Services has started to look at the number of forms that have failed Compass validation but remain uncorrected.

There are a number of different reasons why a form fails validation (see below for common reasons), more recently this has been driven by changes to the clinical data set in Wales (from 1 April 2020) and improved rules relating to the submission of ACORN data.

Unvalidated forms remain with a status of "failed validation" for six months, after this they are then moved to a status of "cleared".

In this document, we'll cover:

- why it's important to correct forms that fail validation
- finding forms that have failed validation
- a list of common error codes
- how to check if forms have been correct

Why it's important to correct forms that fail validation

If forms remain unvalidated, data reported to your health board will be incomplete and could result in your contract not delivering on the current metrics, including:

- fluoride varnish
- new patients

In addition, any patient charge that you have collected will not have been taken from your monthly contract value, which could potentially have an impact on future contractual agreements.

Finding forms that have failed validation

Find out which of your forms have failed validation by:

- logging in to Compass
- go to Activity Search (Detail)
- select the option "Failed Validation" under "Form Status"

This lists all of your forms that have failed validation.

If you have subsequently corrected the forms, then no further action is required.

Common error codes

Error code	Likely reason
@345	ACORN status of RED for decayed not supported by the number of decayed permanent or deciduous teeth.
@342	Full ACORN data is missing from the FP17W. In April 2021 forms for patients aged 12-17 were rejected with this error code if decayed deciduous was not present. Similarly, for patients under six, forms were rejected if decayed permanent was not present. Validation rules have been relaxed and forms that are part of this category can now be re-submitted. Also, ACORN forms that had periodontitis missing were rejected. Validation rules have now been relaxed and forms that have no periodontal examination (due to the patient being edentulous or where a full periodontal exam was not possible) can be re-submitted.
@312	FP17W is not linked to a Band – e.g. 1,2,3 or urgent.
115	Clinical Data Set item not valid on FP17W because no longer in use e.g. scale and polish discontinued from 1 April 2020.
107	ACORN assessment present where exam not possible is also present
110	ACORN assessment on an FP17W with charge exempt items present (e.g. prescription only, denture repair). Validation rules have now been relaxed and forms that are part of this category can be re-submitted.

How to check if errors have been corrected

You may also need to cross reference the FP17Ws to check if errors have been corrected.

To do this:

- enter your contract number/ ID

- leave the Form Status blank and enter the patient details / or individual Claim Reference Number (CRN) to check if the claims have already been corrected
- the results of the search are populated in the table (see screen shot)

- The error code will be displayed in the Errors column. If you hover over the error code in the table, Compass will display the likely reason.
- If the error code is not noted against an entry, this means that the form has been corrected and no further action is required.

Further guidance

You can refer to the document titled 'Dental activity processing errors – England and Wales' on our website for further guidance and advice.