Welcome to this latest edition of our West Midlands Local Dental Network (LDN) newsletter.

A tremendous amount has happened since our last edition. Firstly, we have a new Support Officer, Nina Purewal. Nina has taken over helping the LDN. As well as supporting all our managed clinical networks she is also producing this newsletter. We are delighted to welcome her to our team.

Secondly, in April we had a very successful visit from the Chief Dental Officer (CDO) to NHS England in the West Midlands to meet with key dental and oral health stakeholders. We had an afternoon session for the Local Dental Network and the MCN Chairs, which enabled us to discuss our progress so far and our thoughts about the future. It is clear that LDNs will play a focal point in the commissioning landscape and the structure of our LDN, working through a number of more local MCNs fits well with the national direction. A new single operating framework for LDNs is being developed by NHS England and we hope this will include recognition of the time commitment involved, but also the support required to enable the networks to function properly.

The CDO also heard from commissioners, Health Education England, Public Health England, Healthwatch, Local Authorities and our local LDCs. Discussions included the importance of prevention, which will reduce poor outcomes for patients and also save money in the long term, plus the fact that we should be emphasising the role of the entire health and social care workforce in maintenance of good oral health.

In addition the CDO met with representatives of the new prototype practices from the Contract Reform programme. We were the first region to organise such a session and it enabled everyone to gain a much better insight into the challenges and opportunities involved for practices, patients and commissioners.

It was a positive visit, one of 13 the CDO made around the country. There will be feedback at the end of the programme of visits and we will include it in the next newsletter when it is received.

More locally, we continue to develop our network of MCNs and further details are included in this newsletter. I am pleased to report that we now have eleven MCNs and they span the entire geography of our patch. I am grateful to the Chairs and members for all their hard work, which is essential in ensuring a clear clinical voice to advise our commissioning team.

**West Midlnds MCN Chairs**
Oral Medicine  **Andrea Richards**
Andrea.Richards@bhamcommunity.nhs.uk
Paediatric  **Sheridan McDonald**
Sheridan.McDonald@bhamcommunity.nhs.uk
Restorative  **Steve Clements**
clembini@me.com

**BSBC MCN Chairs**
Oral Surgery  **Michael Murphy**
Michael.Murphy@BHAMCommunity.nhs.uk
Orthodontic  **John Turner**
John.Turner@bhamcommunity.nhs.uk
Special Care Dentistry  **Nicholas Ransford**
Nicholas.Ransford@bhamcommunity.nhs.uk
BSBC MCN Meeting Dates

<table>
<thead>
<tr>
<th>BSBC MCN Meeting Dates</th>
<th>Birmingham Dental Hospital</th>
<th>Thu 12/09/2016</th>
<th>18:00-20:00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthodontic</td>
<td>Marie Curie Hospice, Solihull</td>
<td>Thu 15/09/2016</td>
<td>14:00-16:00</td>
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<tr>
<td>Special Care Dentistry</td>
<td>Park Inn Hotel, Walsall</td>
<td>Mon 26/09/16</td>
<td>18:30-20:30</td>
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<tr>
<td>Orthodontic</td>
<td>Birmingham Dental Hospital</td>
<td>Mon 03/10/16</td>
<td>18:30-20:30</td>
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<td>Restorative</td>
<td>TBC</td>
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</tr>
<tr>
<td>Oral Surgery</td>
<td>Birmingham Dental Hospital</td>
<td>Tue 01/11/2016</td>
<td>18:00-20:00</td>
</tr>
<tr>
<td>Paediatric</td>
<td>Birmingham Dental Hospital</td>
<td>Tue 29/11/2016</td>
<td>18:00-20:00</td>
</tr>
<tr>
<td>Oral Medicine</td>
<td>Attwood Green Medical Centre</td>
<td>Thu 01/12/2016</td>
<td>15:00-17:00</td>
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<tr>
<td>Orthodontic</td>
<td>Birmingham Dental Hospital</td>
<td>Thu 08/12/2016</td>
<td>18:30-20:30</td>
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<tr>
<td>Paediatric</td>
<td>Birmingham Dental Hospital</td>
<td>Mon 12/12/2016</td>
<td>18:30-20:30</td>
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AHW MCN Chairs

<table>
<thead>
<tr>
<th>Oral Medicine</th>
<th>Andrea Richards</th>
<th><a href="mailto:Andrea.Richards@bhamcommunity.nhs.uk">Andrea.Richards@bhamcommunity.nhs.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Surgery</td>
<td>Judith Stocker</td>
<td><a href="mailto:judith.stocker@nhs.net">judith.stocker@nhs.net</a></td>
</tr>
<tr>
<td>Oral Surgery</td>
<td>Kieran McVeigh</td>
<td><a href="mailto:kieron.mcveigh1@nhs.net">kieron.mcveigh1@nhs.net</a></td>
</tr>
<tr>
<td>Orthodontic</td>
<td>Insigam Muqbil</td>
<td><a href="mailto:insigam.muqbil@swft.nhs.uk">insigam.muqbil@swft.nhs.uk</a></td>
</tr>
<tr>
<td>Orthodontic</td>
<td>Richard Cure</td>
<td><a href="mailto:rich.cure@leamingtonspaorthodontics.com">rich.cure@leamingtonspaorthodontics.com</a></td>
</tr>
<tr>
<td>Orthodontic</td>
<td>David Evans</td>
<td><a href="mailto:david.evans@evansmortonevans.co.uk">david.evans@evansmortonevans.co.uk</a></td>
</tr>
<tr>
<td>Paediatric</td>
<td>Sheridan McDonald</td>
<td><a href="mailto:Sheridan.McDonald@bhamcommunity.nhs.uk">Sheridan.McDonald@bhamcommunity.nhs.uk</a></td>
</tr>
<tr>
<td>Restorative</td>
<td>Steve Clements</td>
<td><a href="mailto:clembini@me.com">clembini@me.com</a></td>
</tr>
<tr>
<td>Special Care Dentistry</td>
<td>Vivienne Edwards</td>
<td><a href="mailto:Vivienne.Edwards@geh.nhs.uk">Vivienne.Edwards@geh.nhs.uk</a></td>
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AHW MCN Meeting Dates

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<th>AHW MCN Meeting Dates</th>
<th>Warwick Hospital</th>
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<th>18:30 - 20:30</th>
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<tr>
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<td>Worcester</td>
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<td>18:30 – 20:30</td>
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<tr>
<td>Special Care Dentistry</td>
<td>Wildwood</td>
<td>Thu 10/11/2016</td>
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</tr>
<tr>
<td>Oral Surgery MCN (Arden)</td>
<td>UHCW</td>
<td>Wed 30/11/2016</td>
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We are also working on a longer term strategy for dentistry and oral health across the West Midlands region, as opposed to the NHS England (West Midlands) boundary. This includes our objectives and priorities for the next five years, which are closely based on the NHS England Commissioning Guides. I anticipate this will be finalised by the date of the next Newsletter, so will form the basis of my next editorial.

Janet Clarke
Chair
West Midlands Local Dental Network
NHS England
How young is too young?

It’s never too early to give the messages that can lead to good oral health. We are encouraging dental care from birth, but what should the dental team be doing for the very youngest patients?

Tips for examining young children

Sheridan McDonald, Chair of the Paediatric Dentistry MCN has some good advice:

- Children under the age of 3 are usually termed “pre-cooperative” – they are unlikely to sit still and have a check-up – so be prepared. They can be examined in a parent’s arms or on a parent’s lap. Or you can use a knee to knee posture.
- Reassure parents that it is normal for children to be uncertain and possibly a little bit worried – after all it is a new experience. Explain that things will improve with familiarisation and regular attendance. Remember 6 months may be a short time frame for parents but a relatively long time for a 6 month old child!
- Consider using a plastic mouth mirror (if you think there is a risk of breaking the mirror) or a toothbrush, which will often prompt the child to open their mouth for you.
- Young children learn to count very early… if you “count teeth” young children will understand this language much easier than “check-up”.
- It is very quick to examine a young child’s oral cavity, use the remaining time to deliver some preventive advice. This can be done by the dentist or another member of the dental team.

Preventive advice

- Breast feeding provides the best nutrition for babies
- From six months of age infants should be introduced to drinking from a free-flow cup, and from age one year feeding from a bottle should be discouraged
- Sugar should not be added to weaning foods or drinks
- Parents/carers should brush or supervise tooth brushing
- As soon as teeth erupt in the mouth brush them twice daily with a fluoridated toothpaste
- Brush last thing at night and on one other occasion
- Use fluoridated toothpaste containing no less than 1,000ppm fluoride
- It is good practice to use only a smear of toothpaste
- The frequency and amount of sugary food and drinks should be reduced
- Sugar-free medicines should be recommended
- Avoid sugar containing foods and drinks at bedtime when saliva flow is reduced and buffering capacity is lost.

So you see decay, what do you do…

- Advise parents that there is some decay. You can show them the affected tooth, so they are aware. Apply fluoride varnish and check the child uses fluoride toothpaste.
- Talk about the child’s diet. Explain about “hidden sugar” and limiting snacks. Advise sweet foods as a treat and only at mealtimes. A diet diary for 3 days is a very useful tool.
- Assess whether the child is in pain. Children in pain can be referred to consider whether extractions under GA are appropriate. National guidelines for dental extractions under GA recommend that all carious teeth are extracted at the time of GA. Referring dentists should discuss this recommendation with parent/guardian prior to referral.
- It is highly unlikely that a child under the age of 3 will cope with fillings so early caries will need monitoring by the dentist.
• Arrange to see the child regularly, possibly 3 monthly, to reassess and to apply fluoride varnish.

Janet Clarke, LDN chair reminds you: Ensure you record this examination and prevention, even if the child is only examined in Mum’s arms. And don’t forget to claim 1 UDA, you have earned it.

References:

Below is an introduction to the new Worcestershire LDC committee:

Chair - Ravi Solanki: ravisolanki@nhs.net or ravi@newroaddentalpractice.com
Vice Chair - Pippa Heenan pippa@p1g.co.uk
Treasurer - Pritesh Solanki solanki_pritesh@hotmail.com
Secretary - Shanta Mestry shantalutchmee@live.co.uk
LDC Administrative assistant - Kelly Sanders Secretary@worcestershireldc.co.uk

We would like to invite all Worcestershire GDPs who wish to be added to the mailing list to contact Kelly Sanders at secretary@worcestershireldc.co.uk with up to date contact details, for future correspondence.

We would also like to encourage all GDPs to contact Worcestershire LDC with regards to general information, support, and updates on current events. Although we are in the process of updating the LDC website GDPs can find support and information about the LDC and any upcoming meetings and events they may be interested in attending at: http://www.worcestershireldc.co.uk (current LDC website).

MCN in Special Care Dentistry

In response to a questionnaire survey in 2015, the MCN has arranged a training day on Thursday 8 September, Lecture theatre 1, at the new Birmingham Dental Hospital titled:

“Treating Patients with Special Treatment Management Needs in General Dental Practice”.

This aims to assist GDPs in meeting the standard in the SCD Commissioning Guide 2015 which requires that they are able to deliver continuing care for adults with mild to moderate disability. This includes disabilities which are physical, sensory, intellectual, mental, medical, emotional or social in nature.

The keynote speaker will be John Milne, the CQC’s Lead Dental Advisor who will cover “What the CQC looks for when assessing GDP service provision for patients who need special care”.

A range of other speakers who all work in clinical dental services will then cover:

- Anxiety management and desensitisation
- Behavioural management and clinical holding
- Psychiatric management
- Assessment of the stability of medical conditions and use of the ASA scale
- SCD referral pathways forms, triage and continuing care responsibilities

This will be an informative and practical day with plenty of tips that you can use in your practice.

To book your place, please register on line at Maxcourse
Birmingham Dental Hospital, home to the University of Birmingham's School of Dentistry, is one of only 10 dental hospitals in England. The Dental Hospital provides a unique range of dental services for the people of West Midlands and further afield. It is an integral part of the University of Birmingham, School of Dentistry and is there to support undergraduate and postgraduate dental education. Between the NHS and the school there is concentrated clinical expertise covering all dental specialities. These unique features, such as the Primary Treatment Unit and other speciality services, make the Dental Hospital an important resource to the General Dental Practitioners and the population of this region.

Birmingham Dental Hospital and School of Dentistry
Pebble Mill Road
Birmingham
B5 7SA (Sat Nav)

For the postal address please use:
Birmingham Dental Hospital
5 Mill Pool Way
Birmingham
B5 7EG

For emergency advice about your teeth call 111.

Opening times
Monday 8:30am–4:30pm
Tuesday 8:30am–4:30pm
Wednesday 8:30am–4:30pm
Thursday 8:30am–4:30pm
Friday 8:30am–4:30pm
Saturday Closed
Sunday Closed

Phone: 0121 466 5000

For more information or to get involved, please contact
Nina Kaur Purewal – Dental Local Professional Network Support Officer
Chief Dental Officer Visit – 5th – 7th April 2016

Sara Hurley, Chief Dental Officer (CDO) recently performed a 3 Day Visit Programme across the West Midlands area. Visits were planned for all regions and provided an opportunity for the CDO to understand all the work being carried out across Primary and Secondary Care Dental Services within the NHS England.

Day 1 – There were a series of meetings which involved David Williams - Locality Director (NHS England), the Chief Dental Officer, Senior Programme Manager, the LPN Chair, the Dental Team and Consultants in Dental Public Health, with representatives from the Medical and Nursing & Quality directorates and Dental Practice Advisors. The afternoon sessions involved Public Health England, Local Authority and Healthwatch, Directors of Public Health and other Public Health colleagues. Finally, the CDO attended a dinner in the evening with LDC representatives.

Day 2 - Started with a tour of the newly opened Birmingham Dental Hospital on the old Pebble Mill site. Further meetings took place with secondary care providers, the Local Professional Network (Dental) and the Managed Clinical Network (MCN) members.

Day 3 - The final day of the visit included meetings with Health Education England, Specialist Dental Services providers and dental pilot and prototype contract holders; finishing with a “wash up” session to ensure all themes developed during the visit were fully captured. This also provided an opportunity for NHS England to make recommendations on how best the CDO can support teams across the regions.

Sara was particularly interested in some of the innovative ways the team are developing and supporting the delivery of NHS dental services. It also gave our team the opportunity to discuss areas of best practice and any common issues/themes that are evident across our area.

STAFFING NEWS

The West Midlands Dental team has reorganised recently to develop an integrated team to cover secondary, community and primary care across all our areas. The new structure is shown on the next page, and sets out the core team and the wider team who support work in Dental. One of the intentions is to align staff to localities where possible to help you to build relationships. Obviously the team will cross over to ensure we try and respond as quickly and appropriately as possible to any issues. We will shortly be introducing a generic e-mail address for queries which should help us to deal with these more efficiently – particularly when staff are on leave or out of the office. Further details will be shared shortly. The alignment to localities at present is as follows:

<table>
<thead>
<tr>
<th>Coventry and Warwickshire</th>
<th>Anita Lad</th>
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<tbody>
<tr>
<td>Birmingham, Solihull and the Black Country</td>
<td>To be advised</td>
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<tr>
<td>Herefordshire and Worcestershire</td>
<td>Mapiye Hwekwete</td>
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</table>

We will be advertising shortly to fill the Birmingham vacancy – in the interim Viola Clarke is your main point of contact for this area.
We would like to welcome the following new members of staff to the dental commissioning team: Mapiye Hwekwete joins us as an Assistant Contracts Manager. Some of you will know “Max” from the former Heart of Birmingham Teaching PCT where he worked within the finance team on primary care dental services. We also welcome Lisa Poole who joins us as Dental Contracts Support Officer. Lisa previously worked as a business support officer within our Nursing & Quality Directorate. Many of you will know Madeline Watkins who also joins us as Dental Contracts Support Officer. Madeline (Maddie) previously worked within the Primary Care Support team that had responsibility for processing applications and managing the Performers List. Finally, Bianca Nicholls joins us as Primary Care Administrator for the dental team. Bianca previously worked as an administrator for Health Education England.

COMPASS System

Please see advice below which has been distributed by the BSA in regards to the Performer NPE/NPEE

“Compass works very differently from the previous system (Payments Online - POL) as it requires the user to enter the amount the performer is being paid for the financial year rather than an annualised figure, if the performer is not on the contract for the full year. In addition, POL validated against the 43.9% ceiling on a daily basis so NPE was changed on specific dates throughout the year, whereas Compass validates against the Annual Values”.

For more information or to get involved, please contact Nina Kaur Purewal – Dental Local Professional Network Support Officer
Contract Allocation Form (CAF)

The Finance User Group has developed a new CAF form which has been put on to the website to help providers and commissioners calculate NPE/NPEE. It can be found on the Pensions Administration page: http://www.nhsbsa.nhs.uk/2026.aspx and with the How To Guides page: http://www.nhsbsa.nhs.uk/DentalServices/5446.aspx

Since the data migrated from POL may have several changes within the year, this is making it difficult for users to input the latest changes, without the need to pro-rata or calculations. A copy of a revised form is attached with this newsletter.

From 01/04/2016 Compass will require ‘the Net figures for all performers for the period they are on the contract within the Financial Year’. This will mean that every time the Provider changes anything, Commissioners can change the figure for the full year (or period the performer is on the contract) and the system will calculate over/under payments accordingly.

For the remainder of this year, if the changes for the current year are minimal, we would suggest that the provider makes the changes via the ARR process. However, if there is a new performer or any major differences, Commissioners will need to pro rata accordingly.

NHS.NET ACCOUNTS UPDATE

By now our colleagues from the CSU (Commissioning Support Unit) will have written to you with instructions on how to activate your email accounts. Each principal provider will have a primary email account and each practice will have a secondary email account. Information was sent to you via post, back in July 2015. Some of you have activated your accounts and have kindly informed us of this.

But, there are still however a large number of providers that have not activated their new NHS mail accounts and it is imperative this is completed for each practice.

If your nhs.net account is already activated, please provide us with a confirmation using the new email account.

Should you have any general queries, please do not hesitate to contact Mukesh Patel, Primary Care Commissioning – Dental, NHS England West Midlands on 0113 825 1682 / mukeshpatel@nhs.net. For anything technical, please contact our CSU colleagues on 0121 411 041.

Primary Care Support (PC Support)

Primary Care Support England recently migrated all Performer List services from the Walsall office to a national location; the Walsall office previously served the following locations:


Performers should continue to use the NHS England website to download application forms for entry to the National Performers List (NPL1). Also available are application forms for change of Area Team (NPL2) Change of status or information held (NPL3).

The link for this website is https://www.performer.england.nhs.uk/AT/SearchByPostcode

Once completed submission should be via the Darlington location and the contact details are:
All enquires relating to any application should also be directed to the Darlington office.

**Complaints**

NHS England has a set process on how make a complaint or provide feedback on services. It is recommended when making a complaint; the complaint goes directly to the provider in the first instance and trying 'local resolution'.

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission. Complaints or feedback can be submitted in the following ways:

**By post to:**

NHS England  
PO Box 16738  
Redditch  
B97 9PT

**By email to:** england.contactus@nhs.net

If you are making a complaint please state: ‘**For the attention of the complaints team**’ in the subject line.

**By telephone:** 0300 311 22 33

More information can be found at [https://www.england.nhs.uk/contact-us/complaint/](https://www.england.nhs.uk/contact-us/complaint/)
We wanted to highlight a few web links and resources which might be of interest to you and your dental teams; no doubt you will have seen many of them already but we thought a reminder wouldn’t hurt.

Remember that as a healthcare professional you can support your patients to improve their general health, not just their oral health.

**Alcohol Identification and Brief Advice**
A dedicated e-learning training resource has just been launched for dental teams. The idea is that this Alcohol IBA CPD e-learning will give dental professionals the necessary knowledge and skills to deliver ‘simple brief advice’ on alcohol consumption to their patients. The training has been designed to enable Alcohol IBA for Dental Teams to be undertaken in only take a few minutes and is aligned to Section 8 ‘Alcohol misuse and oral health’ within Delivering Better Oral Health.

http://www.alcohollearningcentre.org.uk/eLearning/IBA/

**Oral health for adults in care homes – NICE guidance**
This NICE guidance was published earlier this month and is aimed largely at care home managers and staff, as well as those who commission and provide services. It includes recommendations about the implementation of oral health policies and assessments, training for care home staff etc.

https://www.nice.org.uk/guidance/ng48

**Epidemiology**
The results of the 2014-2015 survey of 5 year old children were published earlier this year and the report can be found here: http://www.nwph.net/dentalhealth/survey-results%205(14_15).aspx
Overall, oral health is shown to have improved since the previous survey, though this hasn’t been the case for every area and there is still marked variation across the country. There will be local profiles drawn up as well which will summarise the main results for each Local Authority area but these reports are not yet ready.

**Water fluoridation toolkit**
This was published by PHE earlier this year and is aimed at Local Authorities to support them in their roles around fluoridation. The document is not written for dental professionals but Section 4 explains who holds responsibility for the different aspects of water fluoridation and Section 3 includes an up to date review of the evidence base, both of which may be of interest.


**Oral Cancer Recognition Toolkit**
This toolkit was published last year by the BDA and Cancer Research UK, so no doubt you have all seen it already but we just thought it was worth flagging it up again as a reminder.

http://www.doctors.net.uk/eClientopen/CRUK/oral_cancer_toolkit_2015_open/home.html

(If you are a BDA member you can also access the toolkit via the BDA website and get 3 hours of core CPD: https://cpd.bda.org/course/index.php?categoryid=12)

Websites / apps for you to share with your patients:
Great website by PHE aimed at adults. Really recommend you explore it. The How are You quiz is a good place to start https://www.nhs.uk/oneyou/hay#Gs1BMhRSk7f3MM2o.97

Anna’s particular favourite is the #couch25K app This is a brilliant free app which gets you running 5k in 9 weeks even if you have never run before. Listen to your own music and choose your own trainer – Anna’s favourite is Jo Whiley. There is also a drinks tracker, easy meals and smoke free app. All of these are free and available in the Apple App Store and on Google Play.

Change4life All sorts of information on this website aimed at children and their parents. The 10 minute shake ups are linked to this summer’s big children’s film ‘Finding Dory’. There are recipes for families https://www.nhs.uk/change4life-beta/recipes

The #sugarsmart app has provided very popular since its release. You can use it to scan different labels and find out how much sugar they contain. Download it and have a go!

If you use Twitter, Facebook or other social media then you may want to share these links with your friends and followers. You could recommend One You as part of talking about smoking and drinking with your patients. Or you could bite the bullet and have a little go at couch25k…as a practice….and enter as a team for a 5k race?!?!

Finally, ever wondered whether there is any evidence behind a headline? Behind the headlines is worth a look.

Let us know if you find these useful and interesting. Feel free to get in touch with queries or suggestions of any other useful sources of information. Contact us on annahunt@nhs.net and mary.tomson@nhs.net

Anna Hunt and Mary Tomson
Consultants in Dental Public Health, Public Health England

Changes to stop smoking services for Birmingham patients

The procedure for making referrals to Birmingham “Quit” services is changing. Birmingham Citizens are able to access Smoking Cessation services directly through primary care services. There are currently over 260 pharmacies and GP practices providing “Quit” services across Birmingham. Details of These services and locations can be found on the Public Health website.

Patients can identify local “quit” services through a postcode feature. This will help you and patients find a service that is convenient to them.

All referrals should be through primary care directly to the GPs and Pharmacies that offer the service. You will no longer be able to refer to a “bespoke” service as this is ceasing.

For more information or to get involved, please contact Nina Kaur Purewal –Dental Local Professional Network Support Officer
For more information or wish to discuss continuation of service provision, please email Mark Roscoe, Commissioning Manager via the lifestyles email address: mailto:birminghamlifestyles@birmingham.gov.uk and quote ‘Smoking Cessation’ in the subject line.

# Training Opportunities

Training provided by Health Education West Midlands (HEWM)

Full details of dental CPD courses run by HEWM are available at [http://www.maxcourse.co.uk/wmsha/guestHome.asp](http://www.maxcourse.co.uk/wmsha/guestHome.asp) Search using the course name or number.

<table>
<thead>
<tr>
<th>Date and time</th>
<th>Course</th>
<th>Location</th>
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<tbody>
<tr>
<td><strong>Tuesday 20 September 2016, 18:00 to 21:00</strong></td>
<td>CPD Coaching and mentoring: Supporting Dentists In Difficulty. (BDH3136)</td>
<td>Main Conference Room, Ground Floor, 213 Hagley Road, B16 9RG, Birmingham - Health Education England - West Midlands (HEEW)</td>
</tr>
<tr>
<td><strong>Monday 26 September 2016, 18:00 to 20:00</strong></td>
<td>CPD BIRMINGHAM DENTAL HOSPITAL - The root to endodontic happiness for dental nurses (CIT1058)</td>
<td>Lecture Theatre 1, Birmingham Dental Hospital, Birmingham - Birmingham (BDH)</td>
</tr>
<tr>
<td><strong>Wednesday 28 September 2016, 14:00 to 16:30</strong></td>
<td>CPD City Hospital: Dental Foundation Training by Assessment (CIT1071)</td>
<td>Birmingham City Hospital, Birmingham - Birmingham (CIT)</td>
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<td><strong>Tuesday 4 October 2016, 14:00 to 17:30</strong></td>
<td>CPD Dental Hospital: Appraisal Training For All the Dental Team. (BDH3125)</td>
<td>Seminar room 1, <em><strong>NEW Birmingham Dental Hospital</strong></em>, Birmingham - Birmingham (BDH)</td>
</tr>
<tr>
<td><strong>Wednesday 5 October 2016, 14:00 to 17:00</strong></td>
<td>CPD New Dental Hospital Reflective Practice -Preparing for the Future (BDH3128)</td>
<td>Seminar room 1, <em><strong>NEW Birmingham Dental Hospital</strong></em>, Birmingham - Birmingham (BDH)</td>
</tr>
<tr>
<td><strong>Thursday 6 October 2016, 18:30 to 20:30</strong></td>
<td>CPD Coventry Safeguarding Children and Vulnerable adults (COV530)</td>
<td>University Hospital, Clifford Bridge Road - Coventry (COV)</td>
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<tr>
<td><strong>Tuesday 11 October 2016, 18:30 to 20:30</strong></td>
<td>CPD Telford Mental Health Capacity and Consent (TEL434)</td>
<td>Telford Postgraduate Centre, Telford - Telford (TEL)</td>
</tr>
<tr>
<td><strong>Wednesday 12 October 2016, 14:00 to 17:00</strong></td>
<td>CPD CITY HOSPITAL - Keeping up to date with practice management - A workshop for Practice Managers and Senior Dental Nurses (CIT1066)</td>
<td>Clinical Skills Room, Birmingham City Hospital, Birmingham - Birmingham (CIT)</td>
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<td><strong>Wednesday 12 October 2016, 14:00 to 17:30</strong></td>
<td>CPD Worcester: Restorative Treatment for the older patient - Part II- replacement of failing and missing teeth (WOR537)</td>
<td>Charles Hastings Education Centre, Worcester - Worcester (WOR)</td>
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<td><strong>Thursday 13 October 2016, 09:15 to 12:00</strong></td>
<td>CPD New Dental Hospital: Special Care Dental Nurse Study Circle (BDH3132)</td>
<td>Seminar Room 1.12, Birmingham - Birmingham (BDH)</td>
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<tr>
<td><strong>Thursday 13 October 2016, 13:30 to 17:00</strong></td>
<td>CPD Shrewsbury: Health &amp; Safety Principles and Practice (SHR426)</td>
<td>Royal Shrewsbury Hospital, Shrewsbury - Shrewsbury (SHR)</td>
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<tr>
<td><strong>Wednesday 19 October 2016, 09:30 to 16:30</strong></td>
<td>CPD Worcester: Radiography IRMER update for dentists and Radiographically Qualified Dental Nurses (WOR540)</td>
<td>Charles Hastings Education Centre, Worcester - Worcester (WOR)</td>
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What is Dentaljuce?

Dentaljuce is the virtual college for dental professionals at every stage of their career. Dentaljuce brings you all the juicy bits in dentistry to help you:

- Meet CPD requirements
- Treat your patients better
- Pass exams!
- Stay ahead

NEW
Your whole team can now earn verifiable CPD with Dentaljuce In-Practice Training, even if only one of you is a member.

How much does Dentaljuce membership cost?

12 months subscription to the whole site costs just £79 GBP
International payment in your own currency with PayPal
100+ hours of verifiable CPD / CE. No extra payments.

Member comments:

"Really good, very user friendly and practical" (JW)
"It has to be the best value CPD around, and probably the most useful. Many thanks" (WK)
"Very impressed - keep being interrupted by patients turning up!" (PW)
"I couldn't manage now without Dentaljuce" (AH - BDS Student)
"Well good, detail excellent, very clear to use" (JM)

Dentistry Newsgroups

Dental Newsgroups are a great way to stay in touch with current opinions in dentistry, and to let others know what you think. They cover techniques, management, and politics. Postings can be seen on your browser, and there are options to be emailed directly when new topics come up.

You can also upload clinical photographs and radiographs for discussion and advice. Click here for more info on adapting photographs for the web. To join a forum, you must apply for newsgroup membership, which is free, via their homepage.

Dentaljuce's favourite Newsgroup Forum is GDP UK http://www.gdpuk.com/

This very lively site is run in the UK by Tony Jacobs, and covers every topic you can think of. http://www.dentaljuce.com/fruit/page.asp?pid=613
Alcohol IBA for Dental Teams E-Learning is live

We are delighted to announce the launch of a dedicated e-learning training resource for dental teams: Alcohol Identification and Brief Advice (IBA) for Dental Teams.

This Alcohol IBA CPD e-learning will give dental professionals the necessary knowledge and skills to deliver ‘simple brief advice’ on alcohol consumption to their patients. The modules give the skills to use a simple screening test (AUDIT-C) and brief advice based on the patient’s screening results. The training has been designed to enable Alcohol IBA for Dental Teams to be undertaken in only take a few minutes and is aligned to Section 8 ‘Alcohol misuse and oral health’ within Delivering Better Oral Health.

The dental team’s involvement in Alcohol IBA is developing. Research has shown that dental teams have a low confidence to talk to patients about alcohol without training. The good news is that research shows undertaking training on alcohol brief advice alongside using appropriate tools increases confidence levels.

The training can be accessed via the Alcohol Learning Centre (open access): http://www.alcohollearningcentre.org.uk/eLearning/IBA/


Dr Julia Csikar
Senior Dental Public Health Manager
Public Health England

Dr Jenny Godson MBE
National Lead for Oral Health Improvement
Public Health England

Key Points:
- The mouth and body are integral to each other.
- Recognition that oral health and general health are interlinked is essential for determining appropriate oral health care programmes and strategies at both individual and community care levels.
- Oral health shares common risk factors with other chronic diseases/conditions.
- The adoption of a collaborative “Common Risk Factor Approach” which addresses common risk factors and their underlying social determinants for oral health promotion is more resource-efficient and effective than a targeted disease-specific approach.

NHS England Dental Complaints Handling Workshop

Nobody likes to receive complaints but our ability to respond to them constructively, and to learn any lessons that they provide for us, goes to the very heart of professionalism. However good you and your team are you will occasionally receive complaints. Research shows that where a complaint is handled well, then the loyalty of that patient is often strengthened. A complaint handled professionally can actually be a practice builder. This essential session describes the key steps to help you to transform complaints from a threat into an opportunity.

NHS England has arranged a series of free half day complaints handling workshops with the Dental Protection Society to improve complaints handling within dental practices. The workshops are suitable for either dentists or practice managers.

For more information or to get involved, please contact Nina Kaur Purewal – Dental Local Professional Network Support Officer
Dates and Locations

- Thursday 13th October - Liverpool (2 sessions: 9.30-12.30 and 1.30-4.30)
- Monday 21st November - London (2 sessions: 9.30-12.30 and 1.30 to 4.30)
- Wednesday 7th December – London (9.30-12.30)

Objectives

The session will cover:
- Good customer service
- What is in the NHS Regulations
- The stages of the complaints process and who might be involved
- Planning an investigation
- Exploring various approaches to an investigation
- Co-ordinating a response when more than one person is the subject of the complaint
- How to deal with a complaint when the clinician is no longer at the practice
- The elements of a good response
- Learning from a complaint
- Valuing feedback
- NHS England
- The role of the Ombudsman
- The Dental Complaints Service
- GDC expectations
- CQC expectations

We will also explore how handling a complaint effectively can resolve the patient’s complaint and avoid escalation to the GDC or to litigation. The session promotes good practice and first tier resolution.

Educational Outcomes

By the end of the presentation delegates will have an understanding of professional complaints handling and be able to select the appropriate management techniques and be able to implement the relevant strategies in the practice setting.

Educational methods used will include:

- Brief presentation of factual material
- Case studies
- Facilitated exercises in small groups
- Interactive discussions
- Written materials to support the workshop e.g. complaint handling guides

Presenters

Presenters at the session will come from the DPS and NHS England, and are case handlers who have a wealth of experience in assisting dentists and their teams in the effective handling of complaints.

Sarah Cree is a Dental Complaints Adviser at Dental Protection. She has worked in primary care dentistry for 23 years. Sarah worked as a qualified dental nurse initially and then as a practice manager in a six surgery practice which provided both NHS and private dental care. Sarah then went on to work with a Primary Care Trust for over five years as an NHS Dental Contract Manager. Sarah’s past experience has given her a wealth of experience in relation to managing and advising on dental complaints.
Zoë Wray is a Dental Complaints Adviser at Dental Protection. She has experience of primary care complaints having worked for a Health Authority, several PCTs and latterly a Commissioning Support Unit. She also worked for the Healthcare Commission undertaking second stage complaint reviews and investigations and was seconded to the Department of Health to be part of a small team that developed and implemented the current NHS Complaints Regulations. Zoë’s past experience has given her a wealth of experience in relation to managing and advising on dental complaints.

Sue Boynton is a Senior Dento-Legal Adviser at Dental Protection. She is a UK graduate with over 20 years’ experience as a dentist in primary care dentistry. Sue has a Master's Degree in Medical Law, a fellowship from the Faculty of General Dental Practice and is an NLP Master and a trained mentor. She lectures in the UK and internationally on the subject of risk management. Sue is enthusiastic about risk management even though she has been known to take part in fire eating and free fall parachuting.

To book onto any of the sessions (or for any queries), please e-mail ENGLAND.PEAdmin@nhs.net, identifying which session you would like to attend with your name, organisation (or practice), e-mail address and job title.