

Private and ConfidentialSent to: **Email address**

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Website: <https://www.nhsbsa.nhs.uk>
e-mail: nhsbsa.dentalcases@nhs.net

Date: 21/01/2021

Our ref: COVID PAR 20 CAS -XXXXX**Provider:****Contract Number:**

Dear Provider,

On the 13 July 2020 NHS England and NHS Improvement confirmed in their [Letter of Preparedness from July](#) that “From 20 July 2020 we expect that all practices should have been able to mobilise for face to face interventions”; subject to capacity, capability, availability of the workforce, supply of PPE, fit testing, and local public health guidance. The expectation was that “any practice not delivering the equivalent of at least 20% of usual volumes of patient care activity will be deemed to be non-compliant”.

NHS England and NHS Improvement have directed us, on their behalf, to deliver an exploratory and fact-finding process, working with your Commissioning team.

A review by NHS England and NHS Improvement of your scheduled claims and submissions of E-triage highlighted the following:

- It appears, to date, that your contract has not delivered the equivalent of at least 20% of usual volumes of patient care activity scheduled between August 2020 to December 2020

The methodology to identify the contracts that have “not delivered the equivalent of at least 20% of usual volumes of patient care activity” is based on the contract total of FP17/FP17Os and e-triage (including FD activity) in the Compass schedules from August to December 2020 (23 July to 16 December 2020), comparing to the same time period in 2019 (23 July to 16 December 2019) for the contracts total of FP17/FP17Os only.

E-triage data will be taken into account from 1 August to 31 December 2020. This will include those forms received by 4 January 2021 but are dated in the time period of 1 August to 31 December 2020 only.

This data has been collated by the NHSBSA (Compass/eDEN) and analysed by the NHSE-I data team. The data covers both mandatory services and orthodontic based contracts, this process will include all contracts GDS, PDS, and PDS plus and within those contracts there will be UDAs, UOAs, and advanced mandatory services.

Blue wording to be included where no comparison period (If included revert to Black typeface):

Where dental contracts have no historic activity in 2019 to establish a baseline and where a comparison of data cannot be made, NHSE-I will establish a methodology based on the total number of contracts, UDA/UOAs delivered, and e-triage for the scheduled months from August to December (23 July to 16 December 2020), comparing this number to a relative proportion of the

total contract size. The proportional number is calculated by dividing the total contract size by 12 and then multiplying this number by 5, due to 5 scheduled months being considered. Lastly, 20% of this number is calculated, to match the 20% figure of patient care volumes, which is then compared to the UDA/UOA and e-triage numbers. If the number of UDA/UOAs and e-triage data is higher than the 20% number, then that contract will have been deemed to have passed the 20% of patient care volumes.

As the Provider of the contract we would like to understand, from your perspective, the mitigation for the contract not delivering the equivalent of at least 20% of usual volumes of patient care activity.

Please ensure that the Question Pro-forma (Appendix A) is completed by the Provider of the contract and return to nhsbsa.dentalcases@nhs.net within 5 working days of the date at the head of this letter.

Your response feedback will be shared with your Commissioning team.

If you are unable to respond within this time or require any general information about the process, please contact our helpdesk on 0300 3301348 or by e-mail: nhsbsa.dentalcases@nhs.net.

NHS England and NHS Improvement, and NHSBSA Provider Assurance Dental, part of the NHS Business Services Authority, thank you for your on-going commitment to NHS dentistry.

With Kind Regards

Provider Assurance Dental
NHS Business Services Authority