Editorial

The World is a strange place, you look around you and you see all that is good right next to all that is not so good! What will be the outcome of the EU referendum on 23rd June? Will there ever be an end to the migrant crisis? Is the war in Syria ever going to end? Is Donald Trump really going to be the next US President? When you sit back and consider these questions, worries about your own problems seem to pale into insignificance. However, it is only by dealing with the smaller problems that the bigger problems can be resolved (Ashokindu).

Consider our small world of dentistry, it is easy to think that whatever happens to dentistry is the most important thing in the world, because that is what connects us with the outside world. Sad as this may sound, it is all too true for many of us. Working in dentistry can be a solitary existence and very inward looking. We need to occasionally break out and look over the proverbial barriers that we have set up for our selves. Consider the plight of our fellow professionals. The doctors pay negotiations have been fraught with drama and stalemate. Every twist and turn has been analysed and discussed in minute detail in the media and yet there seems no happy end in sight. Is this what we have got to look forward to?

The visit from the CDO in April should hopefully bring about a welcome relief to the monotony. She is taking on the mammoth task of trying to visit every region in England and engaging with dentistry at a grassroots level to get a proper feel for the mood of the profession. I do not envy her job, trying to balance the books on one hand and at the same time ensuring good quality dental services for the population is not an easy trick to deliver. She no doubt has the personality and wit to produce results and with the talented team that she has around her, I have every confidence that she can deliver for dentistry what she delivered for the healthcare services in the armed forces.

The Dental LPN continues to surge ahead with new work streams and hopefully a reinvigorated membership after the current recruitment process has concluded. An updated Dental LPN survey has been produced as well as work to try to make sense of the now published commissioning guides for dentistry. There is still so much to be done, but it is cathartic to occasionally stop and look around and be reassured that it could be much worse!

“The only thing worse than being blind is having sight but no vision.”
Helen Keller

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“Working together to improve oral health”
NHS.net email accounts for dentists

Over the past few months there have been numerous requests from local dentists for NHS email accounts. This follows our initiative earlier this year to get as many dentists as possible to use this service. NHSmail can be used by Pharmacists, Optometrists or Dentists (PODs) to safely and securely exchange patient or sensitive information with other health and social care organisations. NHSmail has been upgraded to allow PODs to quickly and easily register and activate an account, so read through all of the information below and then follow the steps to get started.

To register for an NHSmail account

1. Fill in the application form (WORD, 64Kb). Once complete, email the form to Chris Riley. His email is chris.riley4@nhs.net

2. Chris will then review your request. Make sure he has all the information he needs so that he can pass it to the appropriate NHSmail Local Organisation Administrator (LOA) to set up the account

3. If you aren't eligible for an account they will let you know. You may not be eligible for an account if you only need to exchange patient or sensitive information on an infrequent or adhoc basis with health and social care organisations, or if you already use another email service that is publicly funded.

4. Before you are registered you will need to have completed the Information Governance toolkit. If you are registering as part of a Practice, only one person per Practice needs to do this. If you are registering as part of a group of practices, only one nominated headquarters needs to do this. This is an accreditation that is required for access to any NHS national service to ensure that these services remain secure. Please see: http://www.igt.hscic.gov.uk

5. Your LOA will contact you with details of your new account and how to activate it. The LOA will text you a security code and then call you with your account details. Once you have confirmed the security code you have received, they will give you your username and a password which you will need to change the first time you log in.

6. If you have registered a number of accounts for your Practice, the LOA can allocate administrator rights to one or more of them if required – this will allow that account holder to unlock accounts and reset passwords

7. Once you have activated your account and logged in you will find a welcome email providing the following information:

   - How to keep the account secure
   - Account quota details
   - Your LOA contact details for ongoing administrative support
   - Where to find help and guidance

You can set up a shared account for your practice or site if you need to. The email address will always end @nhs.net but you can specify the part of the email address before the @ sign.

As an example, the email address for John Smith of High Street dental practice could be John.Smith@nhs.net with the display name (the name displayed to the recipient in their inbox) 'Smith John (High Street Dental Practice)’. A shared email account for that dental practice could be highstreetdentalpractice@nhs.net (High Street Dental Practice)
## Upcoming dental courses

**Stafford**
- 8th Mar — [Cross Infection and Control for the Dental team](#)
- 12th Apr — [Record keeping](#)
- 15th Apr — [Module 1 - Perio Assessment and Diagnosis](#)
- 10th May — [Radiation Awareness for DCPs who DO NOT have the qualification to take Xrays](#)

**Shrewsbury**
- 25th Feb — [Equality, Bullying & Harassment](#)
- 9th Mar — [Safeguarding Vulnerable Adults](#)
- 21st Apr — [Surgical Extractions: Contemporary Strategies for GDPs Part 1 (At Stafford)](#)
- 21st Apr — [Surgical Extractions: Contemporary Strategies for GDPs Part 2 (At Stafford)](#)
- 5th May — [Fibredontics](#)
- 24th May — [Making Sense of NHS Regulations](#)

**Stoke**
- 16th Mar — [Dementia Friendly Practice for the Dental Team](#)
- 20th Apr — [Medical Emergencies](#)

**Telford**
- 9th Mar — [Moving and Handling in Dentistry](#)
- 12th Apr — [Child Protection Safeguarding Level 2](#)
- 19th Apr — [Infection control Workshop Part 1](#)
- 10th May — [Complaints Handling](#)
- 12th May — [Infection Control Part 2](#)

**Burton**
- 15th Mar — [Infection Control Workshop](#)
- 5th Apr — [Oral cancer awareness](#)
- 17th May — [Health and safety Chartered Institute of Environmental Health (CIEH)](#)

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### Big Brother or just Mum and Dad?

The Shropshire LDC will be hosting an event that you may find useful to attend. The speakers will be:
- Sarah McCallum - Dental Activity Review Programme Lead - NHS Business Services Authority. Find out how the NHS BSA look at your performance data and what the ramifications are for you. Sarah will be accompanied by a clinician affiliated to the NHS BSA to assist with any questions.
- John Milne - Senior National Dental Adviser - Care Quality Commission John works closely with the CQC senior management team as well as practice inspectors and has been instrumental in the evolution of the new model. Many of you will know John Milne from his former role as Chair of the GDPC.

**Time** - Wednesday March 2nd 2016 6.45pm
**Venue** - Shropshire Education and Conference Centre (Royal Shrewsbury Hospital), Myttonoak Rd, Shrewsbury. SY3 8XQ CPD available. Open to all GDPs and Practice Managers.

Please register by email return to - secretary@shropshireldc.org
Chief Dental Officer—Sara Hurley to visit Shropshire and Staffordshire

Sara Hurley BDS(UBrist) MFGDP(UK) MSc(UCL) MA(KCL) was appointed Chief Dental Officer in April 2015. She qualified from the University of Bristol Dental School in 1988. Commissioned into the Royal Army Dental Corps, she has continued to broaden her clinical dentistry portfolio gaining Membership of General Dental Practitioners (UK) in 2003, a Masters in Dental Public Health at University College London 2004, and a King’s College MA in Defence Studies 2007. Her career has flexed across the domains of dental public health, wider healthcare policy and healthcare commissioning as well as undertaking operational healthcare management and strategic leadership assignments in a range of UK and overseas locations.

As part of a wider engagement and information gathering exercise, she is visiting all the regions in England over the next few months to talk to as many dental stakeholder groups and individuals as possible. She will be visiting our region On Tuesday and Wednesday 19-20th April 2016. She will have a busy programme of events, but she is keen to meet individual GDPs and DCPs as well. Please see details of an event to meet the CDO below.

It is hoped that she will be able to appreciate and understand some of the finer nuances of working in Shropshire and Staffordshire and try to alleviate some of the local issues in delivering high quality dental care to our patients.

Meet the New Chief Dental Officer - Sara Hurley

Something not to miss.....

On Tuesday 19th April, South Staffs LDC will be hosting a meeting in which Sara Hurley, the new Chief Dental Officer will be speaking. This will provide a unique opportunity for members of the dental team to ask the CDO questions as she is keen to hear the opinions of colleagues locally. She will be able to give us the latest update on proposed NHS Contract Reforms and progression of the prototypes. This is certainly an evening and opportunity not to be missed.

The meeting will be held in the Dinwoodie Lecture Theatre, Postgraduate Medical Education Centre, County Hospital, Weston Road, Stafford, ST16 3SA. The meeting is due to start at 7pm.

Free buffet food and drinks will be available prior to the meeting. To enable us to manage catering arrangements we therefore request you book your attendance by contacting the email below,

cdo_event_april2016@southstaffslcdc.com

Please provide your name, GDC no. and practice address.
Year end process for dental provider contract holders 2016

1. Receive data from NHS DS
2. Identify all contracts year end delivery position
3. Contracts with <96% delivered
   - Calculate financial recovery and draft breach notice
   - Send written record or review to contractor including repayment
   - Send breach notice (if sending)
   - Make any adjustment to payment system as required
4. Contracts with 96%-99% delivered
   - Calculate the UDA activity to be carried forward
   - Send written record of the review to contractor
5. Contracts with 100% delivered
   - Send written record of review to contractor
6. Contracts with 100%-102% delivered
   - Calculate activity to be adjusted (-activity)
   - Send written record of review to contractor
   - Make adjustment to payment system
Dental LPN survey 2016

A dental LPN survey circulated in 2014 generated useful baseline data about dental educational needs and service provision across Shropshire and Staffordshire. From your feedback the LPN was subsequently able to develop a number of pieces of work. We are pleased to be able to feedback that some of these work streams are now complete and the LPN wishes to generate a more up-to-date understanding of the needs of the dental workforce in Shropshire and Staffordshire. The following survey is therefore intended as a follow-up and is your opportunity to comment on where we have been successful, whether this has helped you in your role and what areas could be focused on in future.

This is a non-exhaustive list of some of the work that the dental LPN has undertaken relating to the 2014 survey;

• DCP training – Courses relating to DCPs have been highlighted and promoted within the region. Training providers in Shropshire and Staffordshire have been promoted and courses of specific interest to DCPs or providers that employ DCPs have been advertised in the LPN newsletter.

• Bisphosphonate guidelines – Using the available evidence, guidelines on the dental management of patients taking bisphosphonates were produced. These have been widely distributed and promoted via the LPN newsletter.

• Referral guidelines for restorative dentistry, endodontics, oral surgery and periodontics have been discussed, however due to the expected publication of the commissioning guides it was decided to wait until these were published before progressing this work. Some of the guides have now been published and represent a future work stream that has already been identified by the LPN.

• Smoking – Information relating to smoking and smoking cessation services was put together and published via the LPN newsletter. This was also promoted as part of the wider annual oral cancer awareness campaign.

• Alcohol – It was found that less work had been done to address the effects of alcohol on dental health in comparison to smoking, fewer GDPs were aware of the oral health effects of excessive alcohol consumption and where to signpost patients identified as needing help. A large piece of work was carried out by the dental LPN which resulted in the production of a guideline document and various tools that could be used to identify and support patients reporting excessive alcohol consumption.

• Oral cancer and HPV – Although there were a number of training opportunities for GDPs on the subject of oral cancer, the specific influence of HPV on oral cancer was not mentioned. This was taken on as piece of work by the dental LPN. Information was produced and distributed via the newsletter and specific dental training courses were organised and funded by the dental LPN for Shropshire and Staffordshire.

Previous issues of the Dental LPN newsletter and guidelines can be accessed from the website: https://www.england.nhs.uk/mids-east/our-work/lpns/shrop-staffs-dental/publications

Some of the questions in this survey will relate to the performance of the dental LPN in addressing previously identified issues. The information we receive from you will be presented to NHS England – North Midlands and other stakeholders so that the issues raised can be considered. The findings will also help us to proactively support GDPs as they prepare for any future changes to the dental contract. Please click on the link below or copy and paste into a web browser

https://www.surveymonkey.co.uk/r/LPN2016

Please ensure that the link to this survey is forwarded to all persons at your practice.
NHS England Primary Care Complaints Conference

Nobody likes to receive complaints, but the ability to respond to them constructively, whilst learning any lessons, goes to the heart of professionalism. The occasional complaint is received in any good team, and research shows that where a complaint is handled well, then the loyalty of that patient is often strengthened. Contrary to popular belief, apologies tend to prevent formal complaints rather than the reverse. A complaint handled professionally can actually be a practice builder. This essential session describes the key steps to help transform complaints from a threat, into an opportunity.

For the first time, the NHS England Primary Care complaints conference will bring together a collection of speakers from across primary care and regulatory organisations to address frontline primary care practitioners. Speakers and facilitators will support delegates to identify how learning from feedback and complaints can be utilised to improve performance. They will also share practical suggestions on how best to manage complaints.

The free conference in central London is aimed primarily at GPs, Dentists, their teams and practice managers who are involved with the managing of complaints. Delegates will be keen to ensure that learning from feedback and complaints is utilised effectively as a tool for service improvement.

Confirmed speakers include Dame Julie Mellor (the Parliamentary and Health Service Ombudsman), Dr Neil Churchill (Director of Patient Experience at NHS England) alongside senior representatives from the CQC and HealthWatch.

The conference will also play host to the launch of timely report, co-produced by these four organisations. The report will address complaint handling in GP practices, thus making it a key addition to this conference.

In addition to the keynote speeches, the conference will also include workshops specific to GPs, Dentists and practice managers. These will feature addresses from senior practitioners in each field, and sessions delivered by MPS (Medical Protection and Dental Protection) on effective complaint handling.

We aim for the conference to be CPD certifiable.

The conference is on Friday 18th March 2016 in London.

Places can be booked at: http://www.events.england.nhs.uk/all/1059

For any queries, please contact Andrew Milner at andrew.milner2@nhs.net
Index Of Orthodontic Treatment Need (IOTN) E-Learning Programme

Health Education England West Midlands have a limited number of e-learning licences (Healthcare Learning) available for General Dental Council registered dentists who provide NHS services within the West Midlands area.

Essential Programme For NHS Dentists Who:
- Provide orthodontic treatment
- Refer patient for treatment

E-Learning Programme Covers:
- Aesthetic Component
- Dental Health Component (DHC) Ruler
- Conventions for IOTN

E-Learning Programme Objectives:
- Master the Index of Orthodontic Treatment Need (IOTN) and how to apply it to your patients
- Verifiable CPD certificate (1.3 Credits)

Apply Now For An Licence
- If you would like further details please send an email to Jemma Wright via [jemma.wright@wm.hee.nhs.uk](mailto:jemma.wright@wm.hee.nhs.uk)
- Your details will be passed on Healthcare – Learning who will allocate a licence to you subject you successfully fulfilling the selection criteria.

Note: Once allocated a IOTN licence (single usage), you have 12 months to complete the training.
Stoke and Stafford Section

Teeth whitening - Science or Magic
with Mr Riaz Yar
Specialist in Prosthodontics
BDS, MFDS RCS, MPhil, DPDS,
Dip Implant Dent RCSEd, MPros Dent RCSEd

Thursday 17 March 2016

Room FF36/37, Clinical Education Centre
The Royal Stoke University Hospital
Newcastle Road, Stoke-on-Trent, ST4 6QG

Times: Registration 5.30 pm
Lecture start 6.45 pm

Cost: BDA members £10
Non-members £15

Aims and Objectives
1. Analyse the science behind teeth whitening
2. Modify current teeth whitening practice regarding current legislation
3. Advocate new systems on the market
4. Outline / recognise complications with teeth whitening

Further details or queries to: csbdo@ymail.com

About the Speaker
Dr. Riaz Yar graduated from the University of Liverpool in 1999. After spending some time in general practice Dr. Riaz set up his own practice in 2003 before gaining MFDS from the Royal College of Surgeons, Edinburgh in 2005. Following this in 2008 Riaz completed an MPhil in Restorative dentistry and in 2011 completed a 4 year long MPros Dent, mono-speciality training in Prosthodontics at the University of Manchester where he is also an Honorary Clinical Teaching fellow in Prosthodontics.

As well as completing the specialty prosthodontic training, Riaz has undertaken a Diploma in Postgraduate Dental Studies (DPDS) with the University of Bristol and a Diploma in Implant Dentistry with the Royal College of Surgeons, Edinburgh.

Dr Riaz is also a Joint Director of The Square Advanced Dental Care - A specialist referral centre in Hulse Altrincham.

He is also the Program director of the MSc in Restorative Dentistry in partnership with University of Chester - the only academic course that runs on a Saturday.

HOW TO BOOK: BDA Stoke and Stafford Section - Thursday 17 March 2016

Please return the booking form with a cheque made payable to the 'BDA Stoke and Stafford Section' to Graeme Manzie, Church Lane Dental Practice, 9 Church Lane, Stafford, ST16 2AW

Name: ____________________________________________________________

Address: __________________________________________________________

GDC number: ___________________ Special dietary requirements: __________

Email address: ____________________________________________________

Please return by Monday 14 March 2016 Standard BDA terms and conditions apply.
DENTAL FOUNDATION TRAINING IN NHS GENERAL DENTAL PRACTICE WEST MIDLANDS

Educational Supervisors (Trainers) in NHS General Dental Practice

Health Education England West Midlands wish to recruit additional NHS-committed general dental practitioners to become Educational Supervisors (trainers) on our summer start schemes for the year **commencing September 2016**. Training practices need to offer the full range of NHS experience for the Foundation Dentist.

We particularly welcome interest from practitioners who may not previously have been trainers but who would like to become involved in the delivery of foundation training. We are happy to consider developmental support to enable suitable individuals to contribute to this programme. Even if you are not able to join our team in September 2016 but would like to become involved in subsequent years, please get in touch now.

Training practices and their LATs will receive additional funding from Health Education England, West Midlands, over and above their normal dentistry allocations to cover the costs of the training, including the salary of the foundation dentist (currently £30,732 per annum), employers national insurance and superannuation contributions, a trainer honorarium of £9,228 per annum, and a service grant to the training practice of £64,164 per annum (April 2015 figures).

As happened last year, DFT trainee recruitment is being undertaken centrally by the London Deanery and took place in November of last year. A local allocation of successful FDs happens at selection sessions for each of our summer schemes in June of this year. A nationally agreed standard contract will be used between the ES (trainer) and Foundation dentist.

Educational Supervisors (ES) are responsible for the day-to-day guidance of the Foundation Dentist within the practice. In addition to informal support, the ES will allow time for a formal weekly seminar within the practice to discuss clinical and administrative matters. The ES must coincide in the practice with the Foundation Dentist for a minimum of three days per week Monday-Thursday and have alternative support available for the other two days if necessary. In addition, the ES will release the Foundation Dentist to attend the day release course, which occupies 30 days (usually Friday) during the year.

Further details of the DFT schemes can be obtained from:
Lee Baglin, Health Education West Midlands, Postgraduate Team, St Chad’s Court, 213 Hagley Road, Edgbaston, Birmingham, B16 9RG. Tel: 0121 695 2589 or via the website – [www.westmidlandsdeanery.nhs.uk](http://www.westmidlandsdeanery.nhs.uk)

Applications will open on 29th February 2016.

If you are interested in getting involved as a Trainer but would like to discuss the possibilities before submitting an application, please contact the dental team and our staff will be pleased to arrange for you to discuss this further with one of our Foundation Training Advisers.

**CLOSING DATE FOR RECEIPT OF COMPLETED APPLICATION FORMS FOR THE September 2016 SCHEME IS 5.00pm FRIDAY 25th March 2016.**
Health Education England is offering Dental Teams within the West Midlands the opportunity to apply for a one-off payment of £500 for all Apprenticeship starts from April 2015 to March 2016

What is an Apprenticeship?
An apprenticeship provides on-the-job training and study for a work-based qualification allowing individuals the opportunity to gain experience necessary for their current or proposed role and potential career progression.

Useful facts for employers:
Apprenticeships are available for individuals aged 16 or over in a variety of areas including Dental Nursing, Leadership & Management, Business and Administration

Apprentices can be new or current employees

You can apply for funding to cover some or all of the cost of your apprentice’s training, the amount will depend on the age of your apprentice

If you employ less than 50 people and your apprentice if 16-24 you may also be eligible to apply for a government grant of £1500 after the apprentice has attended the programme for 13 weeks

You must pay the apprentice at least the minimum wage during their placement with you

An apprentice must work with experienced staff, learn job-specific skills, study for a work-based qualification during their working week at a college or training organisation

Further Information:
To apply for Health Education West Midlands funding complete the online form available at: http://survey.hee.nhs.uk/index.php?r=survey/index/sid/168436/lang/en

GOV.UK
https://www.gov.uk/take-on-an-apprentice/employer-grants-apprentices

Dental Nurse training provider information
http://www.westmidlandsdeanery.nhs.uk/Dentistry/DentalCareProfessionals(DCP)/DentalNurseTraining.aspx

National Apprenticeship Service
Telephone: 0800 015 0600

National Skills Academy for Health. Direct Dial: 02073917182 Email: information@nsahealth.org.uk

Any further enquiries please contact:
Jo Dalby, Dental Team Educator, HEE Jo.dalby@wm.hee.nhs.uk
Angela Mayhew, Dental Team Educator, HEE Angela.Mayhew@wm.hee.nhs.uk
NICE guidelines—Oral Health Promotion: general dental practice

NICE have published new guidelines titled ‘Oral Health Promotion: general dental practice’

This guideline covers how general dental practice teams can convey advice about:

- oral hygiene and the use of fluoride
- diet, smoking, smokeless tobacco and alcohol intake.

The recommendations cover:

- oral health advice given by dentists and dental care professionals
- how dentists and dental care professionals can adopt a patient-centred approach

Who is it for?

- Dentists
- Dental care professionals – this includes dental hygienists, dental nurses, dental therapists, dental technicians and orthodontic therapists.
- Dental practice owners and managers.
- Dental practice administrative staff, including receptionists.
- Directors of public health, dental public health consultants and strategic leads who plan local dental services.
- Dental bodies corporate.
- People responsible for educating dental professionals.
- Members of the public

The full document can be accessed on the link below;

https://www.nice.org.uk/guidance/ng30
E-Learning licenses available

Health Education England West Midlands Dental Team have a limited number of Dentaljuce e-learning licences available at no cost for GDC registered members of the dental team.

- The licences are available to GDC registrants (first come basis) delivering NHS dental care in the West Midlands.

- The programme covers 22 modules including:
  
  a. Medical Emergencies
  b. Disinfection and Decontamination
  c. Radiography and radiation protection

Further information is available [http://www.dentaljuce.com/](http://www.dentaljuce.com/)


- If you require further information please contact Jemma Wright via Jemma.Wright@wm.hee.nhs.uk

- Your details will be passed on to the Dentaljuce Team, who will allocate a licence to you.

- Once allocated a Dentaljuce licence, you have 12 months to complete the training.
Please share this newsletter with all members of the dental team. The purpose of the newsletter is to be as inclusive as possible and to be an easy way to communicate important information out to all dental stakeholders in Shropshire and Staffordshire.

If you have anything that you would like to include in future newsletters, please send it to Joanne Athersmith at jo.athersmith@nhs.net. If you know anybody that has been missed off the mailing list or would like to add someone to the mailing list then please can you also contact Jo on the email address above.

**LPN member contact details**

Chair – Nadeem Ahmed (Tony)

nadeem.ahmed9@nhs.net

Consultant in DPH – Kate Taylor-Weetman

kate.taylor-weetman@nhs.net

GDPA – Frank Hollinshead

frank.hollinshead@nhs.net

Primary Care Lead and deputy chair— Darrell Jackson

darrell.jackson1@nhs.net

Patient representative – Healthwatch Staffordshire

Orthodontic Consultant in secondary care – John Scholey

john.scholey@uhns.nhs.uk

Maxillofacial Consultant in secondary care—Tim Malins / Daya Gahir

Timothy.Malins@uhns.nhs.uk

daya.gahir@uhns.nhs.uk

Restorative consultant in secondary care –

David Newsum / Stephen Brindley

d_newsum@hotmail.com

stephen.brindley@uhns.nhs.uk

Community Dental Services officer – Richard Beck

richard.beck@ssotp.nhs.uk

Local Dental Committee representative—Adam Morby

secretary@southstaffsldc.com

Primary care orthodontic GDP – Graeme Manzie / Philip Barton

graeme.manzie@yahoo.com

philipbartonorthodontics@talktalkbusiness.net

2 GDP representatives—Harj Basra / Saleem Mulla

harj123@aol.com

saleem.mulla@gmail.com

Dental Care Professional representative—Helen Griffiths

oswynhouse@hotmail.com

Health Education England representative – Karen Elley / Jane Davies-Slowik

karen.elley@westmidlands.nhs.uk

Jane.Davies-Slowik@wm.hee.nhs.uk

Admin and secretarial

Joanne Athersmith jo.athersmith@nhs.net

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