

Dental Assurance Framework

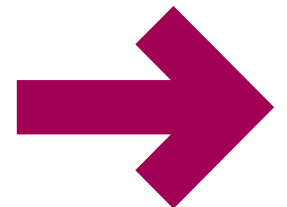
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24 June 2014



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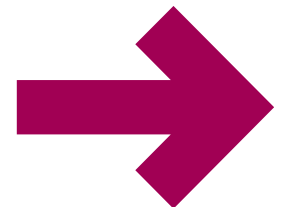


Single Operating Model



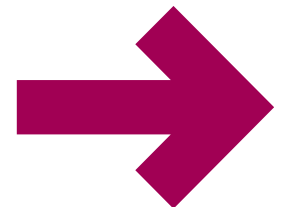
Principles

- Covers all general dentistry and orthodontic contracts
- Does not advise on performance management issues
- Based on existing data but analysis and presentation of data is new
- Performance against these indicators cannot be considered in isolation



Reports

- Quarterly data
- (Will be) Available to contractors electronically
- Enables self-reflection within the practice
- Supports quality improvement
- 4 domains

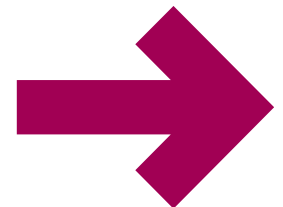


Data



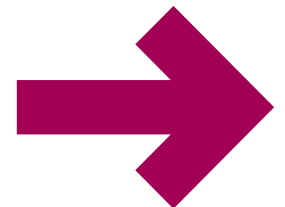
General

- Time periods used
 - Quarterly data previous 3 months
 - UDAs/UOAs year to date
 - Patient questionnaire 12 months rolling
- Benchmarked against England and Area Team
- Trends against previous quarters
- Exclude contract reform pilots



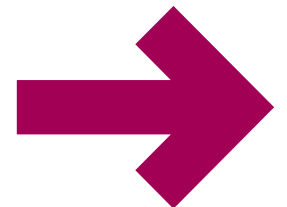
Domain 1 - Delivery

- Service Delivery
 - Identifies compliance with GDS/PDS Regulations
 - Monitors activity at mid-year and year-end
 - % of activity delivered (less carry forward)
 - Annual compared with contracted activity



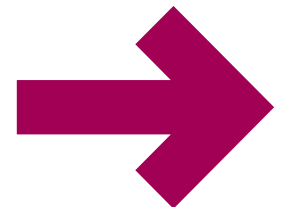
Domain 2 - CQC

- Uses CQC website and reports



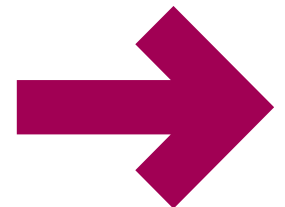
Domain 3 - Patient Experience

- DS survey
 - Confirms patient exists
 - Confirms patient attended for treatment claimed
 - Confirms treatment appropriate to band claimed
 - Confirms patient charge appropriate
 - Seeks level of patient satisfaction



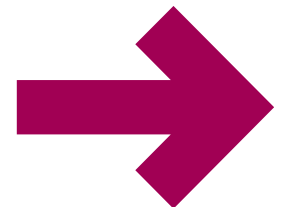
Domain 3 - Patient Experience

- Random sample survey
- 20,000 questionnaire responses per quarter
- Stratified
- Percentage calculated for contracts with 10 or more responses



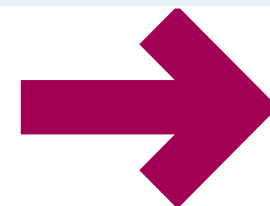
Domain 4 – Quality/Clinical Effectiveness

- Uses data from FP17 part 5a
- Number of indicators consider a rate per 100 claims submitted



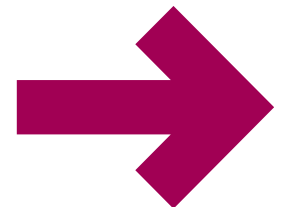
Domain 4 – Quality/Clinical Effectiveness

Indicator	Patient Groups	Could Indicate
Radiographs	All patients	Non-compliance with FGDP guidelines
Fluoride Varnish	Aged 3 to 16	Non-compliance with DBOH recommendations
Fissure Sealants	Aged 3 to 16	
Endodontic Treatment	All patients	Preference for extraction or private treatment
Extractions	All patients	Demographic issues, preference for extraction or private treatment
Inlay	All patients	UDA optimisation



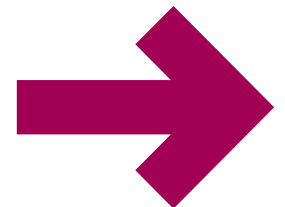
Domain 4 – Quality/Clinical Effectiveness

- Extractions as % of extractions + endodontic treatment
 - Patients aged over 18
 - High percentage **can** show a greater preference for extraction or preference for private treatment



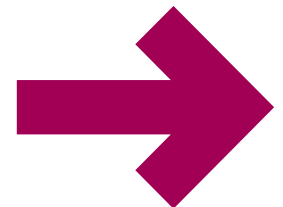
Domain 4 – Quality/Clinical Effectiveness

- Re-attendances
 - Within 3 months
 - Unique patients re-attending
 - Children and adults
 - High rate **could** indicate need for ‘dentally fit’ patients to receive care outside of the recall period



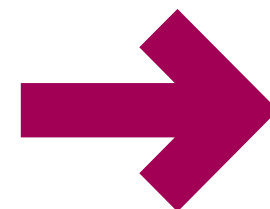
Domain 4 – Quality/Clinical Effectiveness

- Band 3 to Band 3 rates
 - Average interval (in days) between attendances where current and previous charge band was band 3
 - Short intervals **may** suggest splitting of courses of treatment



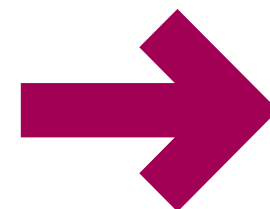
Orthodontics

Indicator	Period	Flag
% Assess & Fit	Rolling 12 months	Low levels flagged
% Assess & Refuse	Rolling 12 months	High levels flagged
% Assess & Review	Rolling 12 months	High levels flagged
% Assess & Review for Under 9s	Rolling 12 months	High levels flagged



Orthodontics

Indicator	Flag
Ratio treatment starts completed	Low ratio flagged
Ratio concluded CoT using removable appliances only	High level flagged
Ratio UOAs per completed CoT	High level flagged
PAR scoring undertaken as expected	Below expected flagged
% Concluded CoT abandoned or discontinued	High level flagged



Contract Reports



Contract Profile

- The process states that the area team must share the individual report with the contractor each quarter (once available to contractors for download the area team need only remind them to download the report)
- Individual contract profile and data

Contract Data & Profile		Anon LAT		July to Sept 2012	
Contract Number & Name	Contract 290 Provider 290			◀ Choose contract from drop down to change data below	
Contract Type Name	GDS				
Contract Sub Type	Normal				
Contract Start Date	01/04/2006				
Contract End Date	no end date				
Purpose of Contract	General				
PCT	PCT 1				
Principal Practice & Correspondence Address	Address 290				
Total Contracted UDA Activity	9,313				
Total Carry Forward UDA	0				
Total Contracted UOA Activity	0				
UDA Equivalent	9,313				
Total Contracted Value	£216,363		LAT	England	
Cost per UDA Equivalent	£23.23		£25.47	£25.57	



Contract Profile

- Individual practice quarterly indicator profile with individual performance against area team and English average

Current Quarter Indicators

Contract & LAT compared to England (red worse performing, green better performing than national level)

Delivery Indicators	Contract	Flagged?	LAT	England
% of Contracted UDA Delivered	56.9	N	39.0	39.6
Quality Indicators				
Quality Indicators	Contract	Flagged?	LAT	England
Radiographs Rate per 100 FP17s	7.3	Y	17.3	17.6
Fluoride Varnish Rate per 100 FP17s (3-16 yr old patients)	0.0	Y	10.9	18.1
Fissure Sealants Rate per 100 FP17s (3-16 yr old patients)	0.0	Y	0.6	1.0
Endodontic Treatment Rate per 100 FP17s	0.5	Y	1.4	1.5
Extractions Rate per 100 FP17s (Low)	2.9	Y	6.4	6.6
Extractions Rate per 100 FP17s (High)		N		
Extractions % of Extractions + Endodontic Treatment- Adults	69.6	N	80.0	78.9
Inlay Rate per 100 FP17s	0.3	N	0.3	0.6
Re-attending within 3 months - Child	15.0	Y	8.5	8.9
Re-attending within 3 months - Adults	32.5	Y	17.4	17.9
Average Band 3 to Band 3 Rates	56.6	Y	208.4	216.6
Satisfaction Indicators				
Satisfaction Indicators	Contract	Flagged?	LAT	England
% satisfied with dentistry received	96.8	N	94.2	93.8
% satisfied with wait for an appointment	90.3	N	89.4	89.3
Number of Flags		8		

Contract Profile cont.

- Trend data against quality and patient satisfaction indicators by quarter

Contract Trend Indicators

Highlighted red indicates that the contract was flagged for attention in that quarter

Quality Indicators	Oct to Dec 2011	Jan to March 2012	April to June 2012	July to Sept 2012
Radiographs Rate per 100 FP17s	10.7	10.6	8.2	7.3
Fluoride Varnish Rate per 100 FP17s (3-16 yr old patients)	0.0	0.0	0.0	0.0
Fissure Sealants Rate per 100 FP17s (3-16 yr old patients)	0.0	0.0	0.0	0.0
Endodontic Treatment Rate per 100 FP17s	0.9	0.9	0.4	0.5
Extractions Rate per 100 FP17s	5.3	4.3	3.7	2.9
Extractions % of Extractions + Endodontic Treatment- Adults	74.3	73.5	81.5	69.6
Inlay Rate per 100 FP17s	0.0	0.1	0.2	0.3
Re-attending within 3 months - Child	13.6	12.4	12.6	15.0
Re-attending within 3 months - Adults	32.9	26.0	30.0	32.5
Average Band 3 to Band 3 Rates	133.4	146.0	98.5	56.6
Satisfaction Indicators				
% satisfied with dentistry received	100.0	100.0	100.0	96.8
% satisfied with wait for an appointment	93.8	91.9	91.2	90.3

Contract Profile cont.

- Contract profile of activity in latest quarter versus area team and English average
- Data can be cut either by patients, FP17 and per UDA
- Data is available in table and graph form

[Contract Profile of Activity in latest quarter](#)

	Contract	LAT	England
UDA Per Patient	2.0	2.2	2.4

UDA

FP 17	
UDA	Contract
Patients	2,787

Totals for Quarter	Contract
Domiciliary	-
Sedations	-

Contract Profile – activity by Patient by banding

Patients

Choose from drop down to chose FP17, UDA or Patient figures for the tables below

Totals for Quarter	Contract	The number of patients includes patients for whom a FP17 has been withdrawn or deleted, and so may exceed the number of FP17s. The number of patients treated within each category will not necessarily sum to the total for the contract as the same patient ID may appear in more than one category.
Total Patients	1,363	
Totals for Quarter	Contract	
Domiciliary	0	
Sedations	0	

Patient Charge Band	Contract	Contract %	LAT %	England %
Band 1	983	72.1	61.0	58.5
Band 2	308	22.6	28.5	30.3
Band 3	51	3.7	4.6	5.9
Urgent	121	8.9	5.5	8.8
Free	4	0.3	2.0	2.4

Patient Charge Status	Contract	Contract %	LAT %	England %
Child	992	72.8	26.6	28.4
Exempt/Remitted Adult	361	26.5	17.7	21.4
Non Exempt Adult	11	0.8	55.9	50.4

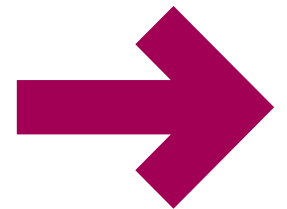


Guidance



Sources

- Policy <http://www.england.nhs.uk/dental/>
- Dental Services
- Your clinical data

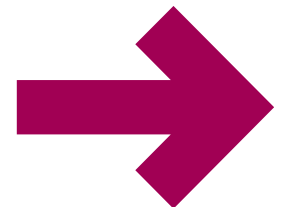


Local Implementation



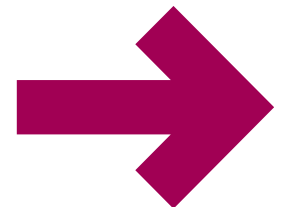
Domain 1 - Delivery

- Mid-year review
 - DS identify those below 30% at September report
 - Review undertaken with contractor
 - Action plan agreed
- Year-end review
 - <96% is breach of contract
 - Review undertaken with contractor



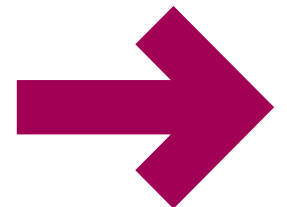
Domain 2 – Patient Safety

- Confirm CQC registration for contract
- Assurance of registration for new/revised contractors
- Review CQC visit outcomes
- Monitor action plans
- Liaise with CQC to share concerns



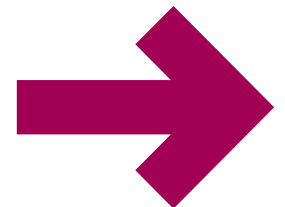
Domain 3 – Patient Experience

- DS Patient Survey results
- Monitor NHS Choices
- Monitor complaints



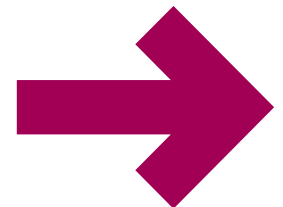
Domain 4 – Quality/Clinical Effectiveness

- Monitor DS report
 - Review top 10 for general dental
 - Review top 5 for orthodontics
 - Request internal review by contractor
 - Response reviewed by Area Team



Triangulate

- Contract risk assessment
- Review of concerns from a range of sources
- Offer opportunity for improvement
- Sharing learning via LDCs

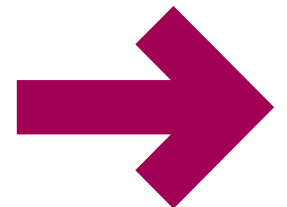


Practice Actions



What Can Practices Do?

- Review data as a team
- Identify reasons for outlier status
- Identify learning internally
- Audit changes and outcomes
- Share learning





**Any
Questions?**