Guidance on Remobilisation of NHS Dental Services
Practitioner Services

Revised Statement of Dental Remuneration Determination I – Amendment 147

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Document control sheet

Key Information

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Revision History

Version	Date	Summary of Changes
1.0	15/08/2020	
1.1	17/08/2020	Section 2 - changed Section 4 - addition of clarification on when NHS dental practices can provide AGPs and also addition of information on SDR Section IX(b) Section 5.1 - scenario 3 amended
1.2	19/08/2020	Section 7 Appendix A - change to who can use item 80[I]

1. Contents

2. Background

The Chief Dental Officer (CDO) wrote to all NHS dental contractors on 30 July 2020 regarding the use of Aerosol Generating Procedures (AGPs) in practice. The letter explained that NHS dental contractors would be able to opt in to providing a limited range of AGPs for their registered patients in need of urgent oral health care. At present this can only be done by replicating the arrangements in Urgent Dental Care Centres (UDCCs), including enhanced PPE.

PCA(D)(2020)11, issued by the Scottish Government on 7 August 2020 provides guidance on the framework for NHS dental contractors to provide certain AGPs *from* 17 August 2020.

3. Document purpose

This document provides guidance on the treatment that can be carried out by NHS general dental practitioners and Urgent Dental Care Centres, within SDR147 which takes effect from Monday 17 August 2020.

It also provides information on other areas, including the suspension of patient and patient representative signatures, prior approval and your supplier making their new software available.

4. Where are we now?

From Monday 17 August 2020, NHS dental practices can see NHS patients for routine care and also provide a limited number of aerosol generating procedures (AGPs) where registered patients require urgent care. Practices must have certification from their NHS Board that they have all the necessary arrangements in place with regard to social distancing, etc.

A new Amendment to Determination I of the Statement of Dental Remuneration (SDR) will be published with details of the treatments that can be carried out. SDR147 will be effective from 17 August 2020 and will be available to view on http://www.scottishdental.org/.

For all claims with an acceptance date on or after 17 August 2020, the guidance within this document must be followed. As with SDR144 and SDR145, SDR147 also has a monetary value of zero for all items and patient charges.

SDR147 includes a new Section – Section IX(b) - which provides the items and codes associated with treatments that, from 17 August 2020, can be carried out by a dentist in general dental practice or the Public Dental Service and for which AGPs can be used.

5. NHS general dental practices and PDS (GDS)

5.1 Triage of patients

When patients contact the practice and triage is carried out, this activity must be recorded and added to each claim.

The triage codes, under item 80 in SDR147, should be used to record 'Triage Activity' and the code appropriate to the result of the patient's triage must be added to each claim.

Where one dentist carries out the triage and a different dentist carries out the treatment, you should submit both the triage codes and treatment codes on the same submission.

It is possible that an item 80 code will be the only item on a submission, as you may not be able to carry out the treatment necessary within your practice.

The 'Triage Activity' codes that can be used by NHS General Dental practices are listed and explained in **Appendix A**.

Please see below for a few examples of how to use the item 80 codes:

Scenario 1
A patient telephones the practice with a problem, but through discussion it is decided no face-to-face treatment is necessary. The patient has not been seen, they just telephoned. This is practice activity and should be recorded.
What you should do
Open a new activity record to record the activity, use the code 8001, along with any other codes necessary, eg, code 8011 for advice only, then close and transmit. If the patient has answered 'yes' to any of the questions to determine their covid status, this should be managed by the dentist through telephone triage initially.

Scenario 2.1
A patient telephones the practice complaining of pain from a broken tooth which has kept them up all night. Previously an activity record was transmitted for initial triaging and advice, with codes 8001 and 8011, but although the tooth was broken, it was asymptomatic. Discussions around current treatment options are discussed between the dentist and patient. The patient is keen to save this tooth and is prepared to wait for AGPs to become available again.
What you should do
Another activity record is created to record the activity with codes 8001 for initial telephone triaging and 8021 for advice and issuing a prescription, the case is closed and the activity record transmitted.

Scenario 2.2
The following morning the patient from scenario 2.1 contacts the practice again. The pain has become unbearable and after discussions with the dentist around treatment options currently available, the decision is made to extract the tooth. A covid assessment identifies the patient is not in the red covid pathway so they can come to the practice.
What you should do
A new activity record is created to record the activity with codes 8001 and 8061, as well as the code for an extraction. The case can be closed and the activity record transmitted.

Scenario 2.3
A covid assessment identifies the patient from scenario 2.2 is in the red pathway so they have to be referred to a UDCC.
What you should do
The patient is referred to a UDCC. A new activity record is created to record the activity with codes 8001 and 8031, activity record is closed and submitted.

Scenario 3
A patient has fallen and fractured an upper central incisor. They contact the practice, who complete a telephone triage and a covid assessment is completed. The patient is on the green pathway but requires an appropriate AGP.
What you should do
If the treatment that the patient requires is included in Section IX(b) of SDR147 (Urgent Care for Registered Patients) then the patient can be treated at the practice, provided that all necessary arrangements are in place at the practice.

Otherwise, the patient is referred to a UDCC. A new activity record is created to record the activity with codes 8001 and 8041, activity record is closed and submitted.

Red and Green Patient Pathways

The red and green pathways referenced within Section XV of SDR 147 are intended to differentiate between the patient group where covid 19 is or may be a management issue (red Covid pathway) and where no obvious covid 19 risk factor has been identified (green Covid pathway). This relates solely to the patient's Covid status.

The decision as to which pathway the patient follows will determine whether the patient should be seen at the practice or referred to, and managed by, an Urgent Dental Care Centre (UDCC).

Note: a green pathway patient will then require a dental clinical triage to determine the appropriate options from those available. If the treatment required involves an AGP that is not included in the treatment available for patients registered within your practice then a green pathway patient requires referral to a UDCC.

5.2 What treatments can be carried out by NHS general dental practitioners in a practice setting?

See **Appendix B** for a table detailing which sections of SDR147 you are allowed to carry out.

5.2.1 Patients registered within your practice

Only the treatments listed within the following sections of SDR147 may be carried out by NHS dental practitioners treating patients who are registered with them or another dentist in their practice. Not all codes for these items have been included in SDR147. *Please refer to SDR147 for full list of available items and treatment codes.*

Available Treatments for **Patients registered within your practice**	
Item	**Item Description**
1	Examination and Report
2	Procedures to Assist Diagnosis and Treatment Planning
6 & 7	Intensive Instruction in the Prevention of Dental Disease
10	Non-surgical Treatment
14	Fillings

17 & 18	Inlays and Crowns
21 & 22	Extractions
23	Post-Operative Care
27	Provision of Dentures
28	Repairs and alterations to dentures
29	Obturators, Splints and Similar Appliances other than Orthodontic Appliances
32	Orthodontic Treatment
36	Miscellaneous Treatments
37	Treatment Urgently Required for Acute Conditions
40	Other Palliative Treatments
41	Capitation Payments
44	Treatment Special to Minors
46	Treatment on Referral
80	Recording of Triaging Activity

5.2.2 Patients NOT registered within your practice

Only the treatment listed within the following section of SDR147 may be carried out by NHS dental practitioners treating patients who are **NOT** registered with them or another dentist in their practice. Not all codes for these items have been included in SDR147. *Please refer to SDR147 for full list of available items and treatment codes.*

Available Treatments for **Patients NOT registered within your practice**	
Item	**Item Description**
47	Assessment and Advice
48	Issue of a Prescription Only
49	Radiographic Examination, Radiological Report and Colour Photographs:
50	Dressing and palliative treatment
51	Inlays, Crowns and Bridges
52	Extractions of Teeth
53	Post Operative Care
55	Repairs and Alterations to Dentures and other Appliances
56	Treatment Urgently Required for Acute Conditions
58	Conservative treatment
59	Appliances
60	Treatment special to minors
80	Recording of Triaging Activity

5.3 Recording treatment and submissions for SDR147

All the items within SDR147 have a monetary value of £0.00, however, all treatment carried out must still be recorded in your practice system. You must also submit electronic claims to Practitioner Services for all treatment carried out, including the new 'Triage Activity' codes.

5.4 What should I do with open courses of treatment?

The Memorandum to PCA(D)(2020)10 instructed that courses of treatment, started under SDR143 and that contained items of treatment that continued to be unavailable from 13 July 2020 (items of treatment not included in SDR145) should be closed and submitted to Practitioner Services marked PFTR. All such courses of treatment should have been closed and submitted in this way.

In the event that a course of treatment, started under SDR143, currently remains open (since originally it contained only items of treatment that are included in SDR145) the course of treatment may now also include treatments that are listed in SDR147 should these become necessary.

Any other open courses of treatment where the outstanding items of treatment are not allowable under SDR147 should be closed off and marked as Patient Failed to Return (PFTR) before being submitted. Treatment that has not been carried out should be removed from the submission and only the treatment carried out under SDR143 (or earlier SDR) should be submitted. If a patient has paid upfront for all planned treatment, you must provide a refund for the treatment not carried out. If a patient is due to pay, but treatment cannot be completed, they are only required to pay for treatment carried out under SDR143 (or an earlier SDR).

Please see below for a flow chart explaining what to do for various open courses of treatment:
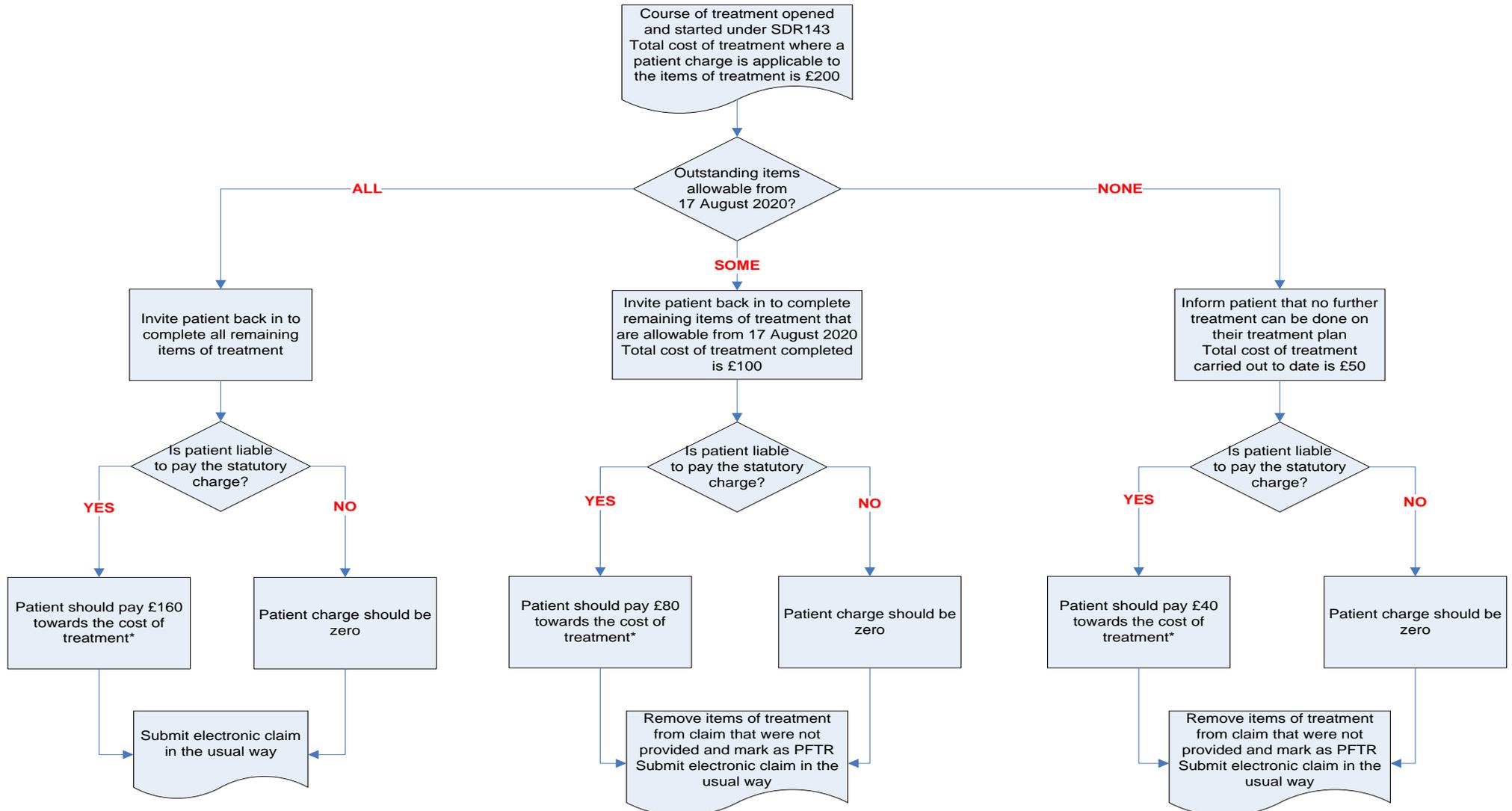
*If patient has an HC3 certificate, the amount payable will be affected by this

5.5 Patient's signature

In order to avoid any unnecessary contact, patients are not required to sign for their treatment. This includes both the paper and electronic versions of the GP17(PR) and GP17(PR)(O) forms. You should complete the patient's signature on their behalf, marking 'Covid 19' in the signature box.

5.6 Patient exemption/remission status

You are expected to record the patient's exemption/remission status as usual, irrespective of the fact the item of service charge and patient charge in SDR147 are zero.

5.7 Patient registration

There is no change to how the patient registration details should be entered, you should still select the patient's registration details in the usual way.

New patients are able to be registered at a practice.

Patients who are not registered anywhere can attend a NHS general dental practice and be treated under SDR 147 as an occasional patient, assuming the practice is able to see them. If the patient and dentist both agree, the patient can register as a patient with that practice.

5.8 Summary of changes in SDR147

- Addition of new Section IX(b) – Urgent Dental Care for Registered Patients, including
  - New item 14(e)(ii): Filling in a suitable material, including all necessary preparatory treatment and additional retention where necessary;
  - Re-introduction of items under 22(A)(2): Extractions of special difficulty and other oral surgery;
  - Re-introduction of items under 29(C)(2) and 29(C)(3) Additional: Splints;
  - New items 40(A)(1), 40(A)(2) and 40(B): Other palliative treatments;
- Change in the narrative and provisos for item:
  - Item 60[B] Preformed metal cap (Deciduous Treatment) where this can be provided without the use of an aerosol generating procedure

  Conservation of a molar with a preformed metal cap where this can be provided without the use of an aerosol generating procedure, but excluding associated treatment in connection with item 60(c)

5.9 Updates to your practice management system (PMS)?

PMS suppliers are aware and are working on the changes.

Visit the **Covid-19 section** of our web site to see when your supplier has indicated they will make the update available to you. You will only be able to submit claims for treatment carried out under SDR147 when your supplier has either updated your system or made the update available to you so that you may update your system.

If you receive system updates from a download or from a disc, you will need to do this as soon as your supplier informs you the update is ready. Please take note of any action detailed on the web site that you may need to take if there is a gap between the implementation date of SDR147 and the date and time you install the update.

5.10 Web form users

The web form has been updated with the new SDR147, so all codes within SDR147 are available for use.

5.11 Prior Approval

The only items within SDR147 that require prior approval are:

- 32(A)(3) Upper
- 32(A)(3) Lower
- 32(A)(5) Upper
- 32(A)(5) Lower

6. Urgent Dental Care Centres (UDCC)

6.1 UDCC full guidance

The UDCC (& PDS) guidance, 'Public Dental Service guidance for stepping up services in different settings,' is available on our web site at: https://nhsnss.org/services/practitioner/dental/dental-covid-19-update/dental-covid-19-guidance-for-amendment-147-of-the-sdr/

This document will be updated if there are any further developments.

6.2 Triage of patients

When patients contact the UDCC and triage is carried out, this activity must be recorded and added to each claim.

The triage codes, under item 80 in SDR147, should be used to record 'Triage Activity' and the code appropriate to the result of the patient's triage must be added to each claim.

If one dentist carries out the triage and a different dentist carries out the treatment, you can submit the triage codes on the same submission as the treatment codes.

It is possible an item 80 code will be the only item on a claim, as you may not be able to carry out the treatment necessary.

The 'Triage Activity' codes that can be used by a UDCC are listed and explained in **Appendix A**.

Please see below for a few examples of how to use the item 80 codes:

Scenario 1
A patient telephones a general dental practice and has had pain from a tooth which has kept them up all night. The pain is unbearable and after discussions with the dentist around treatment options currently available, the decision is made to extract the tooth. A covid assessment identifies the patient is in the red pathway and the patient is referred to the UDCC. Patient attends and has tooth removed.
What you should do
Open a new activity record to record the activity with codes 8081 for an aerosol generated procedure and 5212 for the extraction. Close the activity record and submit in the usual way under the UDCC list number.

Scenario 2
A patient has contacted their practice and after initial triaging it is decided they need to be referred to the UDCC for treatment. The patient attends for their appointment at the UDCC and treatment is about to begin but the patient decides at the last minute they do not wish to go ahead with the treatment.
What you should do
Open a new activity record to record the activity with code 8071, unable to deliver case - Phobia/Co-operation/Consent issue, close the activity record and submit in the usual way under the UDCC list number.

Red and Green Patient Pathway

The usage of red and green pathways may have led to confusion due to the usage of similar terminology by NHS Boards in relation to UDCCs to help manage patients' clinical dental needs, to describe the degree of urgency and associated indicative time frame that a patient requires to be seen within.

6.3 What treatments can only be carried out by Urgent Dental Care Centres?

See **Appendix B** for a table detailing which sections of SDR147 you are allowed to carry out.

Treatment listed within the following section of SDR147 can only be carried out by Urgent Dental Care Centres. Not all codes for these items have been included in SDR147. *Please refer to SDR147 for full list of available items and treatment codes.*

Item 50 - Dressing of Deciduous, Permanent or Retained Deciduous Teeth and Other Palliative Treatment
Item 52 - Extractions of teeth
Item 57 - Domiciliary Visits and Recalled Attendance
Item 58 - Conservative treatment
Item 80 - Recording of Triaging Activity

7. Appendices

Appendix A

Triage codes

Item No.	Item description	Explanation	For use by NHS GDS or UDCC	Code	Suffix
80[A]	Initial telephone call triaging	Patient makes contact by telephone and discussion takes place with patient to determine the issues they are experiencing	Both	8001	01
80[B]	Advice and closing the case	Providing only advice to the patient, treatment is deemed not necessary and the case is closed	Both	8011	01
80[C]	Advice and a prescription - antibiotics and or analgesics Closing the Case	Providing advice to the patient, where face to face treatment is deemed not necessary but a prescription for antibiotics and or analgesics is provided and the case is closed	Both	8021	01
80[D]	Appointment for treatment arranged (further Covid triaging to determine status) Red Covid Pathway	Appointment arranged with an Urgent Dental Care Centre for a patient who has symptoms of Coronavirus or is part of a household where someone has symptoms	Both	8031	01
80[E]	Appointment for treatment arranged (further Covid triaging to determine status) Green Covid Pathway	Appointment arranged for a patient who has no symptoms of Coronavirus, is not quarantined and is in a household where no-one has symptoms	Both	8041	01
80[F]	Appointment visit (treatment) aerosol generating procedure	Appointment visit is required at an Urgent Dental Care Centre due to the need for an aerosol generating procedure, but patient has decided not to accept the appointment	Both	8051	01
80[G]	Non aerosol procedure	Providing a non-aerosol generating procedure	Both	8061	01
80[H]	Unable to deliver case - Phobia/Co-operation/Consent issue	Patient has attended for treatment and staff have donned PPE to carry out treatment, but due to issues with the patient's phobia/ cooperation/consent no treatment was provided	Both	8071	01
80[I]	Aerosol generated procedure	Have treated patient using an aerosol generating procedure	Both	8081	01
80[J]	Interpreter Required	The patient requires an interpreter	Both	8082	01
80[K]	Multiple Contact with UDCC Required	Patient has contacted the UDCC a number of times after treatment has been carried out	Urgent Dental Care Centres only	8083	01
80[L]	Any Referral not included in 80[D] or [E]	Any referral to a non-Urgent Dental Care Centre setting, ie secondary care, specialist, etc	Both	8084	01
80[M]	Where the Visors being used for the patient require to be disposed of due to splatter contamination	Each visor should be used for a full session, but if it is contaminated by splatter it should be disposed of and a new visor used	Both	8085	01

Appendix B

SDR Section	GDS		PDS GDS		PDS non GDS	UDCC
	Reg	Not reg	Registered	Not registered		
Section II - Diagnosis	✓	✗	✓	✗	✓	✗
Section III - Preventive Care	✓	✗	✓	✗	✓	✗
Section IV - Periodontal Treatment	✓	✗	✓	✗	✓	✗
Section V - Conservative Treatment	✓	✗	✓	✗	✓	✗
Section VI - Surgical Treatment	✓	✗	✓	✗	✓	✗
Section VII - Prostheses, Obturators &other (non Orthodontic) Appliances	✓	✗	✓	✗	✓	✗
Section VIII - Orthodontic Treatment	✓	✗	✓	✗	✓	✗
Section IX - Other Forms of Treatment	✓	✗	✓	✗	✓	✗
Section IX(b)—Urgent Dental Care for Registered Patients	✓	✗	✓	✗	✓	✗
Section X - Treatment under Capitation	✓	✗	✓	✗	✗*	✗
Section XI - Continuing Care and Patient Management	✓	✗	✓	✗	✗	✗
Section XII(a) - Occasional Treatment	✗	✓	✗	✓	✓	✓
Section XII(b) - Occasional Treatment - Urgent Dental Care Centre Only	✗	✗	✗	✗	✗	✓
Section XV - Triage Activity	✓	✓	✓	✓	✓	✓

* **Section X - PDS Non GDS with the exception of the items below, which are available under PDS Non GDS:**

44[A]	Filling	4401
44[B]	Pre-Formed Metal Cap	4402
44[C]	Vital Pulpotomy/Root Treatment	4403
44[D]	Non Vital Pulpotomy/Root Treatment	4404
44[E]	Deciduous Filling Provided on Referral	4405
44[G]	Topical Fluoride	4407