

E Reporting Managing Re-attendance

Fact Sheet 2

Why is Re-attendance important?

NICE guidelines suggest that adult patients should be recalled between 3 months and 2 years dependent on clinical needs.

Historically, dentists used a recall interval of 6 months for the majority of patients, irrespective of their oral health.

There is anecdotal evidence from PCO commissioners that many dentists have continued with this practice.

If dentists are seeing existing patients more frequently than is necessary, it is very likely that increasing these recall intervals would free up more time to see new patients.

Managing re-attendance is therefore seen as a very important element in extending access to NHS dentistry.

In addition to limiting access to NHS dentistry, frequent re-attendance could also be an indicator of poor diagnosis, poor treatment or in some cases deliberate manipulation of treatment patterns to enhance UDA delivery.

How can E Reporting help?

Regular Reports

These reports can be accessed through the front page of E Reporting. Each PCO has access to a quarterly re-attendance report for its contracts giving analysis of intervals between courses of treatment.

Template Reports

Three new template reports have been introduced to help you to manage re-attendance.

1. New Patient template – shows the number and proportion of new patients being treated within each contract.
2. Re-attendance Band Analysis – focuses on re-attendance intervals between current and previous charge band.
3. Re-attendance report – replicates the regular report as a template

Dashboards

The access page of the dashboard contains details on a monthly basis of FP17s for new patients being treated for each contract.

Create your own reports (coming soon)

Several re-attendance dimensions and measures will be made available through the E Reporting Activity universe.

These are based on the number of FP17s during the relevant interval. They give the ability to look at previous courses within the same contract, same PCO, or different PCO.

In addition, a measure will be added for new patients to enable PCOs to monitor a contract's success in attracting new patients.



Useful definitions

Re-attendance interval

The re-attendance interval is defined by reference to the two most recent courses of treatment for a single patient identity and measures the elapsed time between the start of the most recent course of treatment and the completion of the previous course of treatment. If a previous course of treatment cannot be identified, the patient identity attached to the FP17 is classified as having "no previous claim".

New patient

A new patient is defined as an individual who has received a course of treatment and had not previously been treated by any NHS dentist within the previous 24 months. This measure specifically excludes patients who are just moving between contracts or between PCTs within a 24 month period.

24 month patient list

The 24 month patient list measures the total number of distinct patients for whom a course of treatment has been processed over the previous 24 months. In order to make this calculation, patients are allocated to the contract where they have received their most recent course of treatment. Exceptions to this are urgent and orthodontic courses

of treatment. In these circumstances, patients will be allocated to the contract where they received the previous course of treatment, provided this was within the 24 month period.

Courses of treatment

There are several different types of course of treatment set out in the regulations.

An ordinary course of treatment is defined in the regulations to include a) an examination of a patient, an assessment of his oral health, and the planning of any treatment to be provided to that patient as a result of that examination and assessment and b) the provision of any planned treatment (including any treatment planned at a time other than the initial examination) to that patient.

An urgent course of treatment is defined as a course of treatment that consists of one or more treatments listed in schedule 4 of the NHS charges regulations (urgent treatment under Band 1 charge) that are provided to a person where:

a) prompt treatment is needed because that person's oral health is likely to deteriorate significantly (or the person is in severe pain as a result of his oral condition) and b) treatment is provided only to the extent

necessary to prevent that significant deterioration or address that severe pain.

Ordinary general courses of treatment are classified into one of three charge bands, according to the complexity of the treatment provided or started. Additionally, there are charge-exempt courses of treatment and orthodontic courses of treatment and orthodontic assessments.

Free repair / replacement

Where a patient has been provided with a restoration as part of a course of treatment from a dental provider and that restoration has to be repaired or replaced within 12 months, no charge may be made. There are a number of exceptions to this provision. For further details, please consult the relevant section of the NHS (Dental Charges) regulations 2005.

Further treatment within 2 months

Where a course of treatment has been completed; and the same provider determines within 2 months that the patient requires further treatment which falls within the same or a lower charging band as the previous treatment; and that further treatment is provided by the same provider, no charge may be made or recovered in respect of that further treatment.

Where can I go for help?

Primary Care Commissioning has published a Dental Contract Management Handbook which can be found on the PCC website at www.pcc.nhs.uk

Contact details

The Dental Data team can be contacted on **01892 592511** or email dentaldata@dpb.nhs.uk.

For general queries contact our helpdesk on **0845 126 8000** or email nhsbsa.dentalservices@nhs.net
Website www.nhsbsa.nhs.uk/dental