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**Pain Relief for Dentists**

**ORTHODONTIC ARTICLE**

**THE NATIONAL SINGLE OPERATING MODEL  
TRANSITIONAL COMMISSIONING OF PRIMARY CARE ORTHODONTIC SERVICES  
DOES ONE SIZE REALLY FIT ALL?**

**DECEMBER 2013**

• **Background**

On 1 April 2013, 27 NHS England Area Teams replaced the former national 51 NHS Primary Care Trust's. The Area Teams in comparison to the PCT's operate under a national single operating model in regards to their approach to Commissioning. All GDS and PDS contracts transferred to NHS England in April 2013, along with all responsibility for commissioning Primary and Secondary Care services.

Under a Single Operating Model, does one size fit all Orthodontic Contracts???

In September 2013, the Commissioning Board published a draft document 'Transitional Commissioning of Primary Care Orthodontic Services', Ascend Contract Management Ltd is currently working with NHS Orthodontic Providers and local Orthodontic Clinical Networks to consider the implications of this national single operating model document to their Orthodontic Contracts, and develop together a strategy going forward.

A month ago the Commissioning Board issued nationally an approved policy document, which can be found at <http://www.england.nhs.uk/wp-content/uploads/2013/11/orth-som-nov.pdf>.

• **An Outline Brief of the Policy**

This policy outlines very clear and rigid protocols that will be implemented when commissioning and re-procuring Primary Care Orthodontic Contracts. Area Team's will be required to:

- Complete a Population Orthodontic Needs Assessment (prior to any consideration to be given to the re-procurement of existing NHS Orthodontic Contracts)
- Provider an analysis of the current service provision
- Assess each Orthodontic Provider against the national Quality Audit Framework, which describes expected standards of service delivery and ensures value for money

- Utilise the method of the latest 12 years old survey (2008/09)!! Produced by the Office of National Statistics to compass the Orthodontic Needs Assessment. Compare need from the survey against current commissioned capacity including Secondary Care
- **Future Commissioning Decisions and the Impact on Orthodontics re. Quality and Value Audit Framework**

#### Quality and Value Audit Framework – 5 Indicators

- Indicator 1 – Value for Money ‘UOA Value’
  - Indicator 2 – Efficiency – Assessments vs Case Starts
  - Indicator 3 – Outcome-Peer Assessment Rating
  - Indicator 4 – Outcome- % / Number of Cases Completed
  - Indicator 5 – Patient Experience – Referral to Treatment within 18 weeks
- Percentage achieved for the 5 Indicators scored @ 0-20% all equally weighted

- 90%+ = 3 years extension
- 70%-89% = 2 years extension, plus agree changes to reach 90%
- 50%-69% = 1 year extension, plus agree improvement changes
- 49% or lower = 6 months, if no improvement consider re-procurement

How your Orthodontic Contract is measured and scored against the 5 indicators may affect the future of your Orthodontic Contract.

From my conversations with Orthodontic Contractors there is mutual and growing fear for those with high or undesirable UOA rates or long wait times for routine patients that their current NHS Orthodontic Contract is at risk for re-procurement. In addition, Orthodontists are incredibly concerned regarding the impact of short-term contract extensions (e.g. 6 months to 3 years) especially as an orthodontic course of treatment can be longer than 2 years.

An Area Team Commissioner will be expected to prove that their NHS Orthodontic Contracts are delivering value for money, identify any gaps in the service and to be seen relieving pressure on the system (e.g. wait times).

#### • **Plan of Action**

In light of this approved policy, it is advisable you as Orthodontic Providers consider and take action in how you are going to demonstrate to your Commissioners that you provide value for money, are implementing measures to relieve your current wait times, and develop a strategy to achieve desirable Commissioner outcomes.

This is your opportunity to demonstrate to your Area Team the quality of services you provide, and explain the needs/issues of your local population. It is important to prepare your Practice for the future of the new commissioning approach to Orthodontics (e.g. patient list management).

#### • **Summary**

With previous experience in commissioning orthodontic services for the past 8 years as the former Associate Director for Primary Care Development, it is important that if you want to, or are intending to resolve the future of your Orthodontic Contract then the time to act is now. With my extensive professional knowledge and experience in commissioning Orthodontics I will support and develop a strategy with your Practice during this uncertain period.

If you are interested in how Ascend Contract Management Ltd can support you with your Orthodontic Contract going forward then please contact Ascend Contract Management Ltd on 01458 241061 or email [rwood@ascend-cm.co.uk](mailto:rwood@ascend-cm.co.uk) .

**Richard Wood**

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**Former NHS Associate Director, Primary Care Development**