



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board

**In Hours Urgent Dental Access Sessions**  
**Bridgend, Neath Port Talbot and Swansea Locality**  
**Service Level Agreement**

To be signed by or on behalf of the dental contractor.

**Requirements of Service:**

- (X) number of dental access sessions will be provided for 52 weeks per annum.
- (X) number of access sessions will be provided per week.
- A single 1hr access session (although this can be a divided into 20min slots throughout the day) will be provided on Monday Tuesday Wednesday Thursday Friday per week. (*circle as appropriate*)
- 1 session = 1 hour provision of access appointments where 3 or possibly 4 patients can be seen. If a longer access appointment time is required for a particular patient that results in less access appointments being available that day, practice staff should inform the DSC immediately so that no further patients are sent to the practice. This should also be documented on the daily access monitoring sheet that needs to be completed after each session and returned to the Health Board.
- Sessions will be paid at a rate of £62.50 and will be paid on a monthly basis via Payments Online.
- The practice is obliged to provide an access appointment for up to 3 possibly patients per session. (*generally 20 mins per appointment*)
- 1.2 UDAs should be claimed for any urgent treatment provided during an access appointment (Appendix 1-Urgent Treatment under Band 1 Charge).
- If a band 2 course of treatment is required, clinical staff will need to discuss this with the patient before providing the Band 2 treatment. The patient needs to be informed why they are being offered a Band 2 course of treatment and the dental charge explained. This will avoid any

confusion or possible complaints as patients generally expect to pay for and urgent course of treatment for a dental charge of £13.00.

- If a Band 2 course of treatment is provided, only a claim of 3 UDAs should be processed, an urgent 1.2 UDA claim should not be claimed alongside a Band 2 claim.
- If the practice would like to offer a further appointment to a patient and offer a full course of treatment, they should ensure that only 1 claim is processed, not a claim for the urgent treatment and the course of treatment being provided. There should be at least a 2 month gap between 1.2 urgent claim and a claim for a banded course of treatment.
- Access sessions will be open to all NHS patients (adults and children).
- The Practice is required to keep a session log detailing the number of patients seen per session including information on treatment provided/patient charges/DNA etc. (Appendix 3). This must be returned on a monthly basis to the DSC at the Neath Port Talbot Locality Office.
- The practice will accept all patients referred to the access session through the Dental Services Co-ordinator (DSC) and will be responsible for informing the DSC if any issues arise with any patient being referred for access.
- Practices are required to contact the DSC as a matter of urgency if they are unable to see any further patients during an access session providing reasons why this is the case.
- Patients should sign the patient declaration. (Appendix 2)
- The practice will not allocate set times for access appointments but will ensure they have capacity to offer up to 4 access appointments on the days that access is provided.\* (This will be reviewed in 3 months) *\*delete as appropriate for practice or*
- The practice will allocate set times for these appointments and will provide treatment for up to 4 patients per hourly session\* (This will be reviewed in 3 months).\* *delete as appropriate for practice*

I AGREE TO ABIDE BY THE TERMS AND CONDITIONS SET ABOVE AND ACCEPT THAT ANY DEFLECTION FROM THE ABOVE AGREEMENT MAY RESULT IN THE PRACTICE NO LONGER BEING ABLE TO PROVIDE THIS SERVICE.

..... **Contractors Name (Print)**  
..... **Contractors Signature**  
..... **Date**

## Appendix 1

### Schedule 4

#### *Regulations 4 (5)*

#### *Urgent treatment under Band 1 Charge*

- (a) examination, assessment and advice
- (b) radiographic examination and radiological report
- (c) dressing of teeth and palliative treatment
- (d) pulpectomy or vital pulpotomy
- (e) re-implantation of a luxated or subluxated permanent tooth following trauma including any necessary endodontic treatment
- (f) repair and refixing of inlays and crowns
- (g) refixing a bridge
- (h) temporary bridges
- (i) extraction of not more than 2 teeth
- (j) provision of post-operative care including treatment of infected socket
- (k) adjustment and alteration of dentures or orthodontic appliances
- (l) urgent treatment for acute conditions of the gingivae or oral mucosa, including treatment for pericoronitis or for ulcers and herpetic lesions, and any necessary oral hygiene instructions in connection with such treatment
- (m) treatment of sensitive cementum or dentine
- (n) incising an abscess
- (o) Other treatment immediately necessary as a result of trauma
- (p) Not more than 1 permanent filling in amalgam, composite resin, synthetic resin, glass ionomer, compomers, silicate or silico-phosphate including acid etch retention.

## Appendix 2

### Patient Declaration

*Before I start treatment I understand that:*

- *I am attending an 'urgent' access appointment which means the dentist will provide me with an assessment and treatment to relieve dental pain.*
- *I accept that the practice may not be able to provide me with any further treatment after this appointment.*
- *I will pay the practice a patient charge of £13.00 unless I have brought along the necessary documentation to prove I do not pay NHS dental charges.*
- *I understand the general fee for an access appointment is £13.00 however the dentist may be required to provide further treatment which may incur a higher dental charge. The treatment options and charges will be discussed before any treatment is provided.*
- *I accept that attending access appointments is not a route into routine NHS dental care and that I should find a dental practice that I can regularly attend for treatment if required.*

**Patient Signature:** .....

**Date:** .....

**Appendix 3**

**Dental Access Scheme  
Session Log**

**ABMU Health Board**

Dentist: .....

Location: .....

**Complete per Session Provided**

Day	Date	Time of Appointment	Patient Name	Address inc post code	DOB	Patient Charges Collected	Treatment Code & Band
						£	
			1				
			2				
			3				
			4				

**Declaration**

I certify that I undertook the above dental access session on behalf of ABMu LHB and have recorded the relevant outcome codes

Dentists Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<p><b>Treatment codes</b></p> <p>TC Urgent/necessary treatment completed during session</p> <p>C Patient cancelled appointment</p> <p>DNA Patient did not attend session</p>	<p><b>Add any relevant additional information:</b></p>
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