

Item 7 - Urgent COTs – BSA definitive

The LDC requested an answer to their Urgent to Banded question which we passed to a NHS DS Clinical Advisor. She gave an initial response which we shared with the LDCs at the last meeting and said she would discuss further with her colleagues. The message below was what we received and the CA has stated that it can be provided to the LDCs to answer this specific question but that **it should not be treated as official policy as every case has to be treated as an individual one and there will be exceptions.**

This is not issued by the AT as official BSA policy/guidance as it's not something the NHS DS have issued as such, but as a response to the AT, on this particular occasion, and each claim has to be looked at on its own merits.

We hope this is useful for answering the LDC concerns.

- It makes a difference whether the patient is a regular patient of the practice, or whether they are a new/ casual patient in pain.
 - a. A new/ casual patient, in pain, should be offered an urgent appointment with treatment limited to the urgent criteria and then offered to return for a full examination and further Banded treatment, if needed.
 - If the patient is a regular patient of the practice, they need to see whether an examination is due anyway.
 - a. If an exam is due, we would suggest that they could complete the urgent care as part of the planned Banded course
 - b. If an exam is not due, they need to assess the extent of treatment that is required. If they know that there is a lot of work to do, or it's definitely Band 2 or 3 they can (technically) still claim an urgent and then get them back for the Banded course, but you expect that wouldn't happen too often.
- OR
- If an exam is not due, they could book the patient in for urgent treatment and try to complete it as urgent, even if that takes more than one visit.

The need to change an urgent to a Banded course is a bit of a pest, but actually you can simply withdraw the claim and start again.

It may also be helpful to note that where CAs have looked at records and, for a patient who has been seen regularly at the practice, see Band 2 claims submitted where the care provided was, to all intent and purposes, a Band 1 'urgent' course of treatment, we would document this in the CA Report along the lines of:

In the particular circumstances recorded it was noted that the patient had developed a dental problem which necessitated an unplanned visit to the practice i.e. the patient was attending prior to their next planned examination appointment, no complete examination was recorded, and the subsequent recall period did not appear to have been amended to reflect this unscheduled visit. Additionally, treatment included in Schedule 4 of the NHS Dental Charges Regulations 2005 (Urgent Treatment under Band 1 Charge) was provided.