**National Services Scotland**



**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| Job Title: | Dental Adviser / Dental Reference Officer |
| Immediate Senior Officer/Line Manager: | Senior Dental Adviser |
| Department(s): | Service Delivery – Clinical Services |
| Strategic Business Unit:  Appointment Placement | Practitioner Services Speciality Doctor / Dentist Scale |
| Job Reference: | 188404 |

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| **2. JOB PURPOSE** |
| To provide professional and clinical expertise for Practitioner Services and other parts of National Services Scotland and to act as a dental officer of the Scottish Dental Practice Board, in order to deliver the most appropriate clinical dental advisory service to the National Health Service in Scotland.  To ensure that treatment proposed or provided within the General Dental Services and Public Dental Service is necessary and appropriate and delivered to the correct levels of clinical care and quality and in accordance with the Regulations and professional standards. |

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| **3. DIMENSIONS** |
| To process and validate:   * 5.6 million dental claims to a value of £200 million processed and authorised to General Dental Practitioners per year * 50,000 requests for prior approval of dental treatment plans and discretionary items per year   To undertake:   * Monitoring exercises and investigations * SDRS referrals and examinations   The post holder will become a member of a dynamic team of general & orthodontic advisers / reference officers and will communicate regularly with 3000+ dentists, 950 + dental practices and all Health Boards in Scotland  Annually, Practitioner Services refers approximately 1200 pre-treatment cases, and approximately 8,500 post-treatment cases to the Scottish Dental Reference Service (SDRS); the reports are subsequently reviewed by the Dental Advisers who then decide on any appropriate subsequent actions. Of approximately 50,000 prior approval cases submitted annually, 40% are seen by the Dental Advisers who decide on the appropriateness of the treatment requested or whether they require the assistance of further information or a second opinion. Dental Reference Officers examine dental patients referred prior to dental treatment to ascertain the necessity and appropriateness of treatment plans; after treatment to assess the quality of treatment and clinical accuracy of claims made by the GDP.  The work of the Dental Advisers / Dental Reference Officers has a direct effect on patient care, verifying and monitoring expenditure and treatment quality in the General Dental Service (GDS) in Scotland. |

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| **4. ORGANISATION CHART** |
| Senior Dental Adviser Dental Adviser/Dental Reference Officer |

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| **5. ROLE OF THE DEPARTMENT** |
| Practitioner Services is a part of National Services Scotland and processes claims and makes payments to all Primary Care Contractors in Scotland on behalf of the territorial NHS Boards – General Medical Practitioners, General Dental Practitioners, General Ophthalmic Practitioners and Community Pharmacists.  Practitioner Services has a Statutory role, as agents of the Scottish Dental Practice Board, to attest that care and treatment provided under GDS Regulations is carried out with appropriate skill and attention, in accordance with the Statement of Dental Remuneration ,in compliance with the NHS (GDS) (Scotland) Regulations; and that treatment proposed is in a patient’s best interests having regard to a risk versus benefit analysis on the information provided.  Practitioner Services works in partnership with the territorial NHS Boards, liaising with them on matters of clinical and fiscal governance and providing information gained from investigations and reports regarding the care and treatment provided by practitioners.  On behalf of the National Health Service in Scotland, Practitioner Services makes payments worth over £2.2bn which equates to around 22% of the NHS budget in Scotland.  The main functions of Clinical Services are:   * To process and authorise dental claims accurately & in accordance with the Regulations and the Statement of Dental Remuneration (SDR). * To consider cases for complex general or orthodontic treatment or discretionary items submitted for prior approval under the GDS Regulations * To examine patients in order to establish whether treatment proposed or provided is in accordance with the Regulations, in compliance with the SDR and is in a patient’s best interests * To monitor activities of individual dental practitioners * To provide any relevant management information in pursuit of good clinical practice and governance, and financial probity   The role of the Dental Advisers/Dental Reference Officers is chiefly to provide a consistent level of professional clinical support in all the SBU’s areas of activity - in the authorisation of dental claims for payment, the authorisation of prior approval for dental treatment and in the monitoring and investigative activities of the SBU. |
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| **6. KEY RESULT AREAS**  **Dental Adviser Function:** |
| 1. Consider cases submitted requiring prior approval or payment in accordance with GDS Regulations and SDPB/Practitioner Services policy, in addition authorising approval or payment whenever appropriate. 2. Conduct correspondence and answer telephone queries relating to clinical matters raised by GDPs, clarifying details and dealing with their concerns in order to assist them in providing appropriate care and treatment whilst complying with the Regulations. 3. Assess the appropriate discretionary fees for items not contained within the SDR and authorise payment in accordance with previous claims to ensure consistency. 4. Monitor prescribing patterns and interpret information collated by the SBU to ensure that an appropriate level of prescription is maintained and clinical standards are upheld. 5. Investigate concerns in relation to specific dentists where those have been raised by Practitioner Services, the territorial NHS Boards or the Scottish Dental Practice Board ensuring probity within the GDS. 6. Liaise with other Dental Advisers / Dental Reference Officers, staff groups within Practitioner Services and where appropriate Health Board Dental Practice Advisers and Primary Care financial and administrative leads on issues of common interest. Take part regularly with them and others in audit and peer review. Provides advice, undertake lectures on clinical matters to SBU staff and all other interested parties, promoting Practitioner Services as well quality standards. 7. Promote sound clinical practice by delivering presentations and lectures to groups of dentists, e.g. Vocational Trainers and VDPs, Local Dental Committees. 8. Work in partnership with NES colleagues to deliver targeted education to groups of practitioners and assist in remediation of individual practitioners. 9. Represent the SBU as necessary at Appeal Hearings (under Regulation 21 of the Services Committees and Tribunal Regulations or Regulation 29 of the GDS Regulations) by presenting a clinical justification for actions taken by the SBU in respect of a particular case in order to uphold appropriate treatment standards. 10. Give evidence in cases referred for investigation by Dental Discipline Committees in cases of alleged breaches of the Regulations in order to maintain probity within the GDS.   **Dental Reference Officer Function (in addition to the above)**   * Examine dental patients referred by Practitioner Services prior to dental treatment to ascertain the necessity and appropriateness of treatment plans, reporting on findings to Practitioner Services for further action/consideration. Also examine dental patients referred by Practitioner Services on behalf of the NHS Boards after treatment to assess the quality of treatment and clinical accuracy of claims made by dentists, reporting on findings for further action/consideration. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGMENTS** |
| Work is generated from the following services:   * Prior Approval service - Cases (with study models and radiographs where appropriate) are presented to the Dental Advisers on a daily basis for approval, authorisation or further investigation. * Dental Reference Officer service - Reports are presented to the Dental Advisers on a daily basis for follow up action. * Orthodontic service- Cases (with study models and radiographs) are presented to the orthodontic dental adviser on a daily basis for authorisation or further investigation. * Monitoring & Investigation service - the Dental Advisers receive monthly and quarterly reports comprising data that can be used to identify dentists requiring further investigation. * Work is also generated by requests from within Practitioner Services as a result of an identified project in conjunction with P&CFS management and staff, and by requests from SDPB in connection with a project identified by SDPB. * Ad hoc requests are also made by SDPB or an working groups it establishes   Work is reviewed:   1. At regular meetings with the Senior Dental Adviser or Associate Director where matters pertaining to Practitioner Services will be discussed. 2. Through continuous self audit 3. At regular meetings with fellow clinicians via a process of peer review. 4. Through external peer review. 5. Through the external Appeals process. 6. Through performance reviews of job plans and objectives. |

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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| Internal   * Communication on a daily basis with Prior Approval, SDRS, Monitoring teams and Dental Helpdesk staff, and with other PSD clinicians both in person and via telephone calls to discuss cases * Communication on a regular basis with Customer Administration and Business Change teams * Regular meetings of PSD clinicians to peer review cases * Regular meetings with Senior Dental Adviser * Associate Director: regular contact through service delivery meetings and *ad hoc* meetings to discuss specific issues   External   1. GDPs - Daily telephone contact and written communication attempting to resolve queries and clarify clinical matters. 2. Health Boards – contact with Dental Practice Advisers and Primary Care managers and staff; attendance at Payment Verification/Clinical Governance meetings 3. Dentists and their professional representatives – e.g. attendance at meetings with SDPC, presentations to VDPs and vocational trainers.   .   * SDPB: attendance at quarterly meetings and involvement in projects  1. Dental Practice Advisers - Meetings /attendance at CPD events with Scottish DPAs 2. Officers of Health Boards - Attending Appeal and Discipline Committee Hearings. 3. The Chief Dental Officer, Deputy Chief Dental Officer. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| * Working closely and effectively with clinical colleagues and all Practitioner Services staff to carry out the work of Practitioner Services efficiently and at all times promoting Practitioner Services as an organisation working in the best interests of patients, Health Boards, the Scottish Dental Practice Board and dental practitioners. * Liasing effectively and positively with dental practitioners, promoting the role of Practitioner Services and its staff in assisting dentists and their staff to provide effective dental care of consistent quality for their patients, whilst working within the Regulations. * Having the ability to challenge inappropriate treatment plans, over prescription or poor quality dental care that is not in the best interests of patients and wastes valuable NHS resources. * Representing Practitioner Services at Appeals and Discipline Committees. |

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| **10. SYSTEMS** |
| * Investigation and intelligence databases including SDRS IT system * MIDAS payment system * Electronic prior approval systems * Business Objects query and report system * Creating word-processing, spreadsheet and presentations in standard office software. * Digital dictation software * Office tools such as email and electronic schedules, contact lists, task lists and journals * Exploring data using query software, to produce information on which to base decisions. * Maintenance of personal, departmental and divisional information * Specialist use of project management and design tools * Extensive use of Internet and Intranets for research, education, information recording and obtaining management information |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Physical effort:  Light to moderate: includes moving light equipment e.g. briefcases/laptops, projectors for presentations; using keyboards regularly/frequently for word processing, spreadsheets and email. Travelling to meetings throughout Scotland and sometimes outwith Scotland. DRO duties involve frequent travel to clinics throughout Scotland and may involve travelling for lengthy periods before and after busy clinics.  Mental effort:  Intense concentration and in- depth mental effort frequently required, for example in negotiations, leading meetings, influencing staff, managers and clinicians at all levels from both inside and external to the organisation. Often long periods of concentration are required while building investigation reports and responding to correspondence. Ability to maintain concentration despite frequent interruptions.  Responding to correspondence from Scottish Ministers as required, understanding the political sensitivities in any given situation and acting accordingly.  Analysis of often complex data and information, e.g. statistical trends in prescribing patterns (individually, locally and nationally), identification of anomalous claiming patterns, and regulatory breaches)  Public speaking – Presenting to groups of dentists e.g. Vocational Training groups, Local Dental Committees  Often working under pressure balancing many demands in a changing environment – e.g. prioritising the work of the teams to ensure business requirements are met and demands from the professions are satisfied.  Working in close collaboration with colleagues whilst, particularly for DRO duties, maintaining a high degree of  self-sufficiency  Emotional effort:  Regularly dealing with awkward or irate practitioners with regard to treatment plans, procedures and prescribing.  Dealing with conflict situations and confrontation in, for example, emotionally charged meetings, negotiating suitable outcomes. DRO duties may involve managing challenging behaviour of patients during clinics.  Dealing regularly with challenging problems requiring sustained emotional energy and resilience. e.g. managing staff through change, communicating with practitioners who are under investigation.  Line management e.g. staff issues/performance/disciplinary issues.  Conveying potentially unwelcome news to professional staff  Maintaining a confident and assertive approach whilst remaining empathetic |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| * Open plan office shared with other staff and managers - Frequent intrusive noise from conversations and telephones; also frequent interruptions. * Continuous use of PC and VDU. Use of printers, photocopier & telephone. * Occasional use of whiteboards, projectors and flipcharts. * Frequent use of electronic personal organiser. * Occasional visits to dental surgeries and practices. |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Primary dental qualification (BDS) with proven experience of primary dental care, working under the NHS(GDS) Regulations and with a comprehensive knowledge of varying clinical techniquesAbility to undertake thorough examination and assessment of patients and assess and advise on complex treatment plans. * Ability to communicate with and influence clinicians, managers and clinical services staff in a range of clinical and/or leadership situations in a professional and appropriate manner which inspires confidence, motivation and teamwork. * Expert knowledge of the regulatory framework, and sufficient knowledge of the financial framework pertinent to the GDS in Scotland to enable provision of advice and/or support to general dental practitioners, PDS dentists and managers, Practitioner Services staff and managers, and Health Board primary care managers * Sufficient knowledge , confidence and experience to provide advice and/or support to colleagues or managers on ethical issues * Ability to communicate with other health and social care professionals on issues relating to clinical governance and oral health care. * Excellent analytical skills to understand and interpret information and data often in pressured situations and within a limited timeframe. * Demonstrates a professional clinical approach, including participation in appraisal, peer review, clinical audit and CPD activities.   In addition the post holder must be able to demonstrate competence in the following areas:   * Highly developed communication skills * The ability to develop and maintain strong and effective relationships with key stakeholders and customers * Understanding and interpretation of NSS policies and procedures * Understanding and interpretation of relevant European and UK legislation (e.g. Data Protection Act, FOISA) * Understanding and interpretation of relevant published guidance e.g. from SDCEP, SIGN * Sound knowledge of GDC Standards. * Excellent presentation skills. * Excellent problem solving and decision making skills particularly involving complex and sensitive issues. * Knowledge of Microsoft Office and Microsoft software packages |

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| **14. JOB DESCRIPTION AGREEMENT** |  |
| *A separate job description will need to be signed off by each jobholder to whom the job description applies*.  Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| *HR Department will check job description format and content (this is not an AFC job – the post is under the Speciality Doctor Contract exactly as per the current post holders as Dental Advisers / Dental Reference Officers*  HR Representative’s Signature: | Date: |