Dental Clinical Assessment Service

Onboarding & Induction Booklet

For Dentists Engaged via their Practice Employers on an Honorary Contract

Contents

1. Welcome

Thank you for agreeing to help support the NHS in response to the COVID-19 pandemic. At present, we know that there is a need to support the NHS 111 Core Service, and it is here that we would like to direct your time. We greatly appreciate the time that you're offering and want to make sure that you feel as prepared and supported as possible before commencing your new role.

We have created this document to outline the onboarding process for joining the CAS and to answer common questions you may have.

2. Dental Clinical Assessment Service (DenCAS)

NHS 111 helps people get the right advice and treatment when they urgently need it. The NHS 111 service is experiencing a significant increase in demand and is playing a vital role in the response to Covid-19, through both the NHS111 Covid-19 Response Service (CRS) and the pre-existing core NHS 111 service.

NHS 111 is receiving calls where it would be beneficial to provide the caller with specialist dental advice. Currently, it is anticipated that this will only be a service requirement as a result of the impact of the Covid-19 pandemic.

This role will require you to take calls directly from patients calling NHS 111 with a dental concern and potentially to call back users of the NHS 111 Online service who through the self-assessment they have done are identified to need a telephone consultation with a dental clinician which cannot be provided locally.

The remit of the dental clinician working on DenCAS currently is to provide clinical dental assessment of callers who identify themselves as requiring dental advice when presented with an IVR choice on ringing the 111 number. At present we have not set the service up to include remote prescribing. It is important that all dental clinicians undertaking this work are confident providing clinical advice remotely, and referring on to other services, if necessary.

If no face to face consultation is required following your assessment you will provide the caller with self care advice and close the call.

If the patient does require a face to face assessment you will be able to make an onward referral to one of the Urgent Dental Centres (UDCs) following agreed criteria for referral.

You will be provided with appropriate system training and support to do both of those things.

In the event that the caller you are presented with actually turns out to have a non-dental clinical need there are processes in place for you to be able to transfer the caller to a more appropriate clinician within NHS 111.

You will also receive training to be able to request emergency ambulance response should you identify a life threatening situation.

3. Host Employer

South Central Ambulance Service, NHS Foundation Trust (SCAS) are the host employer for Dental clinicians engaging in the delivery of this service through an honorary contract. SCAS are hosting the DenCAS on behalf of NHS England & NHS Improvement.

SCAS are an essential partner who already host the NHS 111 Covid-19 pandemic service nationally. As a national provider with national coverage, SCAS are well placed to host the DenCAS.

NHS South, Central and West CSU (SCW) are supporting the delivery of the DenCAS on behalf of SCAS. SCW will help to guide you through the onboarding and induction process and help you roster onto shifts.

4. List of attachments

Alongside this onboarding and induction booklet there are several key attachments which will be crucial in helping you prepare for your role. These are referenced throughout this document and listed below:

- Attachment 1 – Self-Declaration form - is an online questionnaire (accessed via e-LfH) that once completed the individual is asked to share this with SCW CSU

- Attachment 2 – Registering for an E-LfH account – a link will be sent to register for an e-LfH account https://portal.e-lfh.org.uk/login

- Attachment 3 – Creating a CISCO account - Video 1: link to Creating your Cisco Account: Handling NHS 111 Calls from Home

- Attachment 4 – Getting started guide (CISCO) link to Video 2: Getting Started: Handling NHS111 Calls from Home

5. Onboarding Process

This document is the first step to guiding you through the onboarding and induction process and outlines the steps you will need to complete before you are ready to work for the DenCAS.

To help you keep track of these steps and what you have completed we have created an onboarding checklist (section 10), please make sure you have completed the steps outlined in the checklist before signing up for your first shift.

Further communication will provide information which is unique to you, such as your honorary contract.

6. Employment checks

We would be very grateful if you could complete these steps as a priority so that we can complete the HR process and get you set up to work as soon as possible to help meet the urgent demand we are facing.

Please note, in order to progress the GDC numbers will be checked against a list sent from the GDC. We will not be able to process this for anyone who does not have these details

i.   Your information & declarations

Please complete the HR Data Form on https://covid19-cas.nhs.uk/

This form will ask for details that will start your engagement process, and a number of declarations regarding your fitness to practice. Should you make any positive declarations, a risk assessment will be undertaken to determine whether you are able to progress within the programme. Information in this form will be processed and recorded centrally.

Information in this form will be processed securely and recorded centrally.

ii.   Rates of pay

Dentists working on an honorary contract will not be remunerated through SCASFT as they will continue to be paid by their NHS commissioned employer.

iii.   ID checks and verification

As you will retain your current employment and only work for the DenCAS on an Honorary Contract, your employer will have complied with the requirements to have the following pre-employment and suitability checks completed:

- Identity and right to work
- Registration check with professional body
- Declaration of honesty
- DBS Check

SCASFT however retain the right to request these documents where required.

In being nominated for engagement in the scheme NHS England and Improvement will have completed suitability checks for the DenCAS role. As part of the on-boarding training you will be required to also complete a self-assessment of the clinical competencies required.

7. Training

i. Essential training

All Dental clinicians who sign up to support the DenCAS will be required to complete some essential training prior to starting their role. The table below sets out the training you will need to complete. You will be asked to self-declare that the minimum statutory and mandatory training requirement is up to date via the honorary contract you will sign.

	Dental clinicians with an honorary contract
Safeguarding Adults – Level 1	Current employer requirements to complete this training as standard NHS minimum statutory training
Safeguarding Children – Level 1	
Data Security Awareness – Level 1	
Adastra Training Video (the clinical system you will use to take patient history and make clinical notes)	✓
Senior Clinician Module*	✓
Self-Declaration Questions	✓

Training modules are available through Health Education England's E-Learning for Health Website. The login page will allow you to login once you have registered. Once you are logged in you can sign up to the relevant programme. Once you have signed up to this programme you can sign up to the COVID19 Clinical Assessment Service CCAS Course where you will find your essential training for the DenCAS.

This course also has other relevant materials that all clinicians are able to use to improve their knowledge and skills before working for the DenCAS.

* Please note, access to the Senior Clinician Module can only be granted with a unique username and password. A link to this SCM will be available on the HEE website. You will need to wait until you have received a login from SCW CSU before you complete this module so that the CSU can track when the training has been completed. Even if you already have an NHS pathways account **please do not try to sign up until you have received this specific information**. Your training will not be registered and you will need to complete the training again.

Information on how to register for an E-LfH account can be found in attachment 2 (section 4). It is important to note the following:

- You can sign up with NHS.net account.

- When registering please make sure you select South Central Ambulance Service as your employing organisation.

- When answering the question about where you are working, you can select any location to move to the next page.

There are two essential training videos to watch when preparing to handle calls from home using the 111 Service. Please make sure to watch them in advance of logging into the 111 Service.

- Video 1: [Creating your Cisco Account: Handling NHS 111 Calls from Home](#)

- Video 2: [Getting Started: Handling NHS111 Calls from Home](#)

SCAS will also arrange webinars for Dental clinicians who have completed the training and want the opportunity to ask further questions prior to undertaking their first shift. The SCAS team will contact you about available time slots.

In addition to undertaking this training, further support will be available to make sure you're happy, technically and clinically, before you begin speaking to patients and ongoing support will be available when you are on shift.

When you enter the rostering site you will be asked to make a declaration to confirm that you have completed all of the required training, you will not be able to proceed without a positive declaration. SCW CSU will receive your training report status to determine when you have completed all of your mandatory training.

8. IT equipment and getting set up

The DenCAS is delivered remotely and digitally. It is therefore vital that you have the correct equipment to deliver the service.

i. Computer Equipment

In order to be able to support the DenCAS you will need to have access to equipment which meets the following requirements:

A **Windows PC or laptop** which:

- Is less than five years old
- Has all Windows updates applied to date
- Has an up to date antivirus solution
- Has Windows firewall enabled

ii.   Telephony

In order to receive the calls from callers requiring dental assessment you will log in to the telephone delivery system at the start of your shifts. Instructions how to do this will be provided. It is recommended you use a headset for sound quality and to enable your hands to be free to capture consultation notes.

Upon logging in for your first shift you will have a chance to test the equipment and one of the team will take you through a training exercise using a dummy patient. This will help anyone not familiar with the software to understand how the IT operates, so that you can easily navigate platforms on your own. The team will also be on call throughout your shift if you have any questions.

iii.   Email addresses, Adastra software tokens, telephony account

Once you have completed your ID and verification checks, the following will happen:

- For those with an existing active nhs.net email address, this can be used. For those without an existing nhs.net account, a new account will be created; your username and a link to activate will be sent to your personal email address, your password will be sent by text to the mobile telephone number you supplied

- If you use your own equipment, an account will be created for you to access Adastra. User log in details will be emailed to you.

- A link to download Cisco (a telephony-based desktop app) which will enable you to manage calls will be sent to you. You will need to confirm your chosen password via this link using the instructions in **attachments 3 and 4 (see section 4)**.

  Cisco is the technology which enables you to place a recorded call, Adastra is the software which enables patients to flow through the system and for you to capture written comments.

iv.   Contact details for IT queries

If you have any queries related to IT please contact the team at itcovid19.cas@nhs.net and someone will be in touch to help you.

9. Contact details for your host employer

We have established a number of email mailboxes to deal with subject related queries and concerns. Please ensure that you email the correct email address to prevent a response to your query being delayed:

- IT – itcovid19.cas@nhs.net
- HR – covid19.cas@nhs.net
- Training - trainingcovid19.cas@nhs.net
- Rostering - rosteringcovid19.cas@nhs.net
- General enquiries - generalcovid19.cas@nhs.net
- Pre-employment checks conducted by NHS England and Improvement - england.nhs111workforcecell@nhs.net

Should you require further assistance please call our contact centre (open 8am – 8pm 7 days a week) on 0300 5611999.

10.   Getting started – arranging your first shift

Before you start please ensure that you have completed the following:

	Dental clinicians with an honorary contract
Confirmation of GDC number	✓
Information and declarations submitted via CAS online portal	✓
ID verification, right to work, DBS self-declaration	✓
Essential training modules: Child and Adult Safeguarding & Data Security	✓
Essential training modules: Senior Clinical Module, Adastra & Cisco call handling	✓

If you have any difficulties with any of these areas please contact your employer by emailing the relevant mailbox, outlined in section 9.

Once you have completed the above you will be invited to our online rostering system called WORKSuite by Working Time Solutions. You will then be able to book onto shifts from that system. Further instructions about how to do this will be sent to you with the invitation to join.