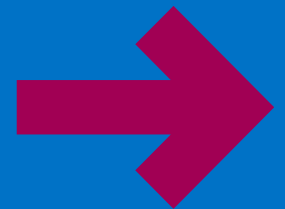


Primary Care Support England

2016 Local Dental Committee Officials' Day

Cavendish Conference Centre, London

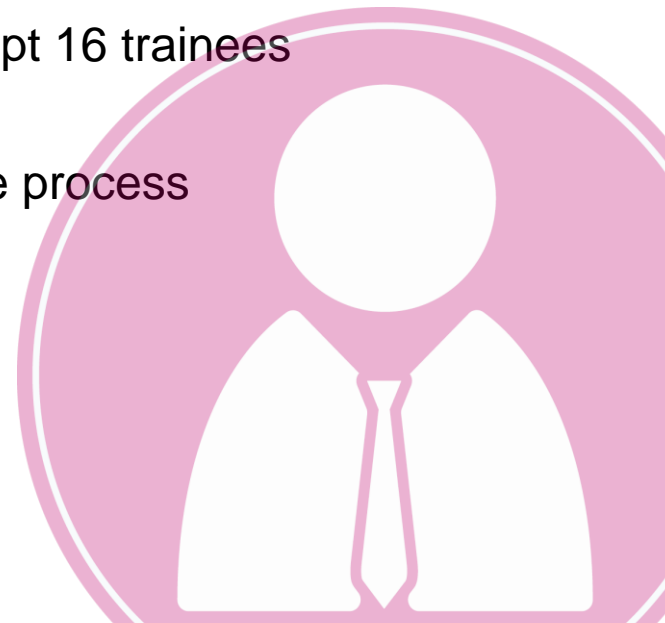
Friday 2 December 2016



What we're doing

Performers list

- Standardising processes and implementing better tracking tools
- Convening panels to fast-track applications
- Support from the BDA and dental advisers
- Grace period extended until 31 January 2017 for Sept 16 trainees
- Improving communications to applicants through the process



What we're doing

Customer support centre

- All calls allocated a case number, so we can track and keep customers updated on the progress of queries
- Enhanced MI to identify trends
- Continuing to prioritise urgent queries
- Additional staff training based on customer feedback
- Providing service updates through bulletins and PCSE website



What we're doing

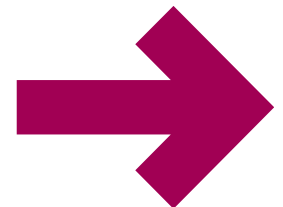
Supplies management

- All orders can now be placed and tracked online
- Implemented revised and additional City Sprint routes on 1 November
- Positive feedback that the new process is working better for customers



Next steps

1. Focused on these priority activities
2. Staying close to customers as we design and standardise processes



Questions?

