

NHS England and NHS Improvement South-East

Covid-19: Delivery of Urgent Dental Care

GDP and Urgent Dental Care hub briefing

Issue No. 10

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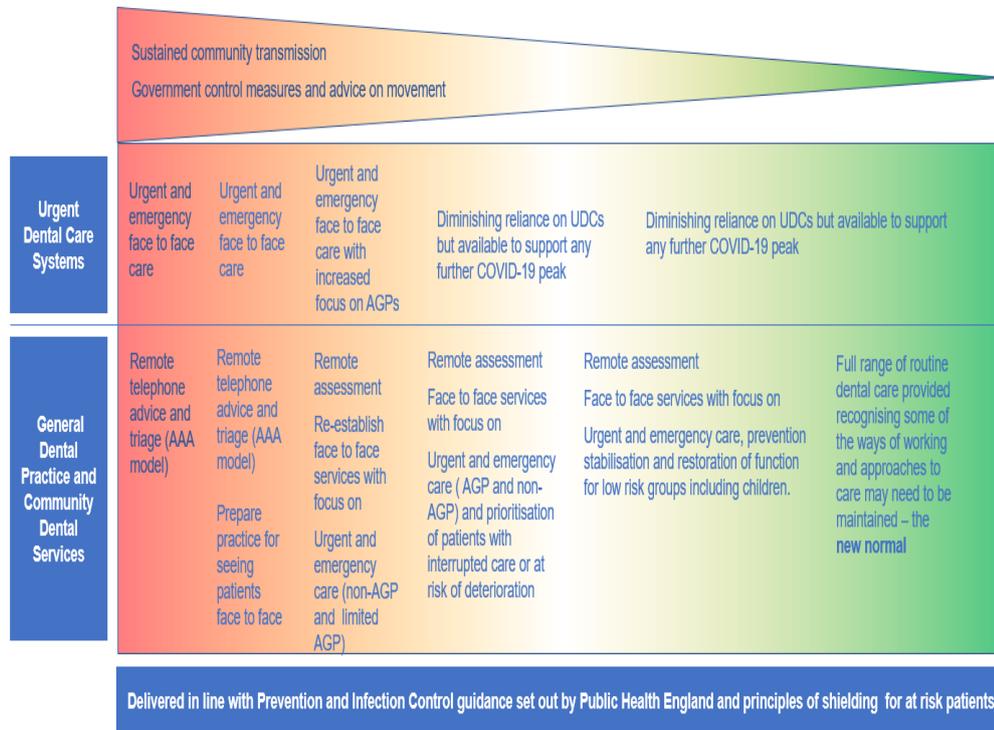
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<p>Covid 19: Infection Prevention and Control appendix 20th October 2020</p>	<p>This document is an appendix to the 'COVID-19: Guidance for the remobilisation of services within health and care settings' and covers the additional dental specific requirements to facilitate remobilisation. This should be read in conjunction with the existing guidance. Services should use the COVID-19 care pathways when planning care and treatment.</p> <p>This guidance:</p> <ul style="list-style-type: none"> • seeks to ensure a consistent and resilient UK wide approach, though some differences in operational details and organisational responsibilities may apply in Northern Ireland, England, Wales and Scotland • applies to all clinical dental services in all settings, including those provided on a private or independent basis <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/928034/COVID-19_Infection_prevention_and_control_guidance_Dental_appendix.pdf</p> <p>We have been advised that the above guidance has been incorporated into the national Transition to Recovery SOP and this is currently going through the final sign off process. As soon as this is published, we will forward the link to the updated SOP via email.</p>
<p>Understanding the Local Alert Levels</p>	<p>The Prime Minister has recently introduced a three-tiered system of local COVID alert levels in England.</p> <p>These levels comprise of medium, high and very high risk, setting out information for local authorities, residents and workers about what to do and how to manage the outbreak in their area.</p> <p>To help support this, HM Government has developed new resources for all tiers. This includes co-branded and adaptable materials to be tailored to your area:</p> <ul style="list-style-type: none"> • Posters



	<ul style="list-style-type: none"> • Co-branded posters • Social animations • Social statics • Digital screens: <p>If you have questions on these or any other resources contained on the Coronavirus Resource Centre, please feel free to get in touch with the partnerships team: partnerships@phe.gov.uk</p>
<p>Reducing staff-to-staff transmission of COVID-19 within dental practices</p>	<p>This paper highlights recommendations to reduce staff-to-staff transmission to ensure the highest level of safety to each member of the dental team and our patients. It is important that awareness of mitigating risk of staff-to-staff transmission remains high on the dental practice agenda. This includes awareness of NHS Test and Trace and what to do should a member of the dental team be told to self-isolate.</p> <p>This paper is subject to change in line with the latest guidance from Public Health England.</p> <p>All dental staff should be up to date with the latest guidance on preventing exposure.</p>  <p>Adobe Acrobat Document</p>
<p>Providing AAA and face to face treatments for patients who have not previously attended a practice</p>	<p>We have received some reports that practices are not providing access for new patients and will routinely turn patients away with urgent dental problems. This is to confirm that this practice is not acceptable at this stage of the Coronavirus pandemic. Practices should be available to provide AAA and face to face in ways that are commensurate to the size of the contract they hold with the NHS. It is not acceptable to decline to treat patients on the NHS but to offer the urgent treatment required on a private basis. Below is the LDC advice which was included in issue no.7 of this newsletter.</p> <p>Are practices expected to see un-associated patients for urgent dental care?</p> <ul style="list-style-type: none"> • Yes - If capacity, staffing, PPE and IPC allows these should be seen for a single course of treatment to help with problems of capacity across the healthcare system. • The completion of this urgent course of treatment would not oblige practices to enter continuing care arrangements
<p>Support for Looked After Children</p>	<p>We have been approached recently by a number of agencies about access to dental care for Looked After Children. We are advising about the requirements of the national Dental SOP with the initial focus on</p>

urgent and high needs patients. The SOP also provides guidance about the meeting the needs of more vulnerable children as part of the phased approach to the restoration and recovery of services

A practice-led, progressive approach to expanding services



Update on the PPE Portal

Please see communication below from the Directorate of the Chief Operating Officer NHS England and NHS Improvement. This replaces the information provided in newsletter no. 9 (9th October 2020)

Dear Colleagues,

I would be grateful if you could forward this email to all of the providers in your region to inform them:

Free PPE for the frontline – Register with the PPE Portal (Taken from Primary Care Bulletin - 16 October 2020 (Issue 74)).

For those who were previously unaware, [the PPE Portal](#) has changed from being an ‘emergency top-up’ system to meeting COVID-19 PPE requirements. Eligible primary care providers in England (including community pharmacists, optometrists, dentists, orthodontists and GPs) should now order PPE through the portal, free of charge, to meet the increased need that has arisen as a result of the COVID-19 pandemic.

The DHSC has partnered with the NHS and the e-commerce industry to develop this service in order to ensure that those on the frontline have what they need. The overriding priority is to protect people and our wider communities, thereby reducing infections and saving lives. We



	<p>must make sure everyone has the PPE they need so please do play your part in this collective effort.</p> <p>Register and access the portal using your CQC/MHRA/NHSE/NHS BSA registered email. The latest guidance on what PPE items you can order (including order limits) is also available. Call the customer service team on 0800 876 6802 if you have any questions about using the PPE portal (including registration and queries or if you think you should have been invited but have not been). The team is available from 7am to 7pm, 7 days a week, to help resolve your queries.</p> <p>The PPE portal will be the primary source of free COVID-19 PPE (including Flu vaccination requirements). However, if there is a severe disruption to distribution, in the first instance get in contact with your local authority or LRF. A gov.uk page will shortly be published with the local authority/LRF contact details. If this route is not possible, get in contact with the NSDR.</p> <p>For those who are already registered with the portal, gowns are now available to be ordered on the PPE Portal – Please see attached guidance.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Microsoft Word 97 - 2003 Document</p> </div> <div style="text-align: center;">  <p>Adobe Acrobat Document</p> </div> </div>
<p>Information for GDP's regarding referral to other dental services (Special Care Dental Services, Restorative Services, Oral Surgery Services).</p>	<p>In line with the Chief Dental Officer's guidance most dental services are now open for face to face care with remote consultations remaining a vital triage step with a focus on recall and care for high risk patients and children. These priorities sit alongside commitments to the completion of pre-COVID treatment plans whilst maintaining capacity for urgent care.</p> <p>Due to the changes and restrictions implemented in response to the Covid-19 pandemic, waiting times for assessment appointments to some services has increased. Dependent upon the nature of treatment required, the waiting time could be up to two years.</p> <p>For this reason, we need to ensure that patient referrals into other services are made when there is no other option. For patients requiring dental care under general anaesthetic, the waiting time could exceed two years due to reliance on the acute hospitals for the sessions, which can be reduced at this time of year due to winter pressures within the acute settings.</p> <p>All referral services have introduced a system to triage referrals on receipt to assess the priority/urgency. All patients will receive video/telephone screening before a face to face appointment is given. GDP's are asked that where at all possible, treatment is undertaken within their practice. It is acknowledged that in some instances this is not possible and request that all relevant information is provided within the referral; for referrals to Community Dental Services this should include details of treatment attempted and radiographs taken within the last year.</p>

Contractual arrangements for 2020/21	We are aware that notification of the contractual arrangements for Q3 and Q4 are over-due and have been advised that negotiations with the BDA are nearing completion to finalise this. We have also been advised that when the letter is published, NHS BSA, Dental Services will be publishing detailed guidance on their website to accompany this that will give detail how contracts will be measured for 2020/21. We appreciate everyone's frustration that this is not yet available but confirm that as soon as we receive this notification we will email all providers/practices with this.
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