

## COVID-19

### Lee Savarrio - Chief of Dentistry Update (28-4-2020)

#### GDS Referrals

Thank you to everyone who has started to use the new GDS Triage Form. Of the 97 referrals received at the PDS Special Care Hub on Monday 27-4-2020, 87 of these were forms emailed in and only 10 were telephone calls. This has really expedited the transfer of information and therefore the patient journey.

To allow us to track this patient journey from receipt of referral to completion of treatment, we have made some minor changes to the referral form (attached) to include both the date and time the GDP triages the patient and then when the referral is received and seen. We have also included a question about the patient's weight, so that we can ensure that if treatment is required, the patient can be seen at the most suitable site.

It is regrettable that we are making changes to the form quite so soon, however I am sure you may appreciate as we start to use the new triage form we become aware of feedback which helps us to refine the process and make the patient journey better.

It would also be helpful when emailing the referral form either to the PDS Special Care Hub or direct to GDH for urgent care that you include a patient identifier within the subject of the email (either CHI number or patient name and date of birth) to enable easy collation of information.

We have seen a large proportion of referrals coming into the PDS Special Care Hub very late in the day. If you think your patients needs seen that day, wherever possible, the referral needs to be with the Hub as early in the day as possible.

- You may recall in one of my updates last week we highlighted the fantastic work being done by the labs at GDH to manufacture visors. We have now received confirmation that the quality of the face shields designed for use by dental teams has passed the medical devices testing. The face shields passed this technical evaluation and are currently being assembled by the dental laboratory teams at GDH. Congratulations to all those involved.
  
- We continue to look for PPE, in particular Type IIR masks and implant PPE kits including surgical gowns. We are hoping to try and distribute these throughout the wider NHS family, including acute sites and Care Homes. If you have any, which you can donate, could you please contact [GDSadmin@ggc.scot.nhs.uk](mailto:GDSadmin@ggc.scot.nhs.uk) with the subject as PPE and include the amount you have available, the practice address and a mobile number. Once again my thanks for your help and support.

- Today many of us would have observed a minutes silence for International Workers Memorial Day. At this difficult time we must be aware that people may be feeling lonely and have experienced big changes to their normal routine. Many will be finding things difficult and may be experiencing stress and anxiety. It is important to know that you are not alone and that these feelings and this outbreak will pass.

I thought it may be helpful to share details of some websites of organisation who are there to support you.

<https://stayingsafe.net/>

<http://headsup.scot/>

[jo@samaritans.org](mailto:jo@samaritans.org)



As you know a number of our staff have been reassigned to support the wider NHS family. Here is a message from Avril Hefford, Oral Health Administrator.

‘During this trying time with Covid 19 I am enjoying my time out of Oral Health helping the medical secretaries in KHCC and the Woodlands Centre with their typing backlogs. Stay safe all!!’

***Stay Safe***  
***Lee Savarrio, Chief of Dentistry***