

COVID-19

Lee Savarrio - Chief of Dentistry Update (12-6-2020)

I hope the change to restrictions last week has allowed you some limited freedom to see friends and family.

In our urgent dental care centres (UDCC's) we have received a huge increase in the number of referrals and it is for that reason that I must emphasise to you that good triaging and accurate completion of the referral form is essential to alleviate unnecessary delays for your patient.

We are still having instances where an older version of the referral form is being submitted which does not include the red/amber/green categories, again this merely causes a delay to your patients being seen and treated as additional phone calls and a further stage of triaging is required.

Due the volume of referrals, moving forward the intention is that all referrals should be made electronically via the email address previously provided. This will free the telephone lines for GDPs who are seeking advice only. Where referral forms are not fully completed with all the relevant information, they will be returned.

I appreciate given the circumstances, many of you have been telephone triaging your patients from outwith the practice and this is acceptable if you also have remote access to the clinical notes. However given we are moving to more complex treatment modalities, you need to ensure that the referral form is as comprehensive as possible and that x-rays are submitted with the referral to eliminate the possibility of these having to be taken again prior to treatment.

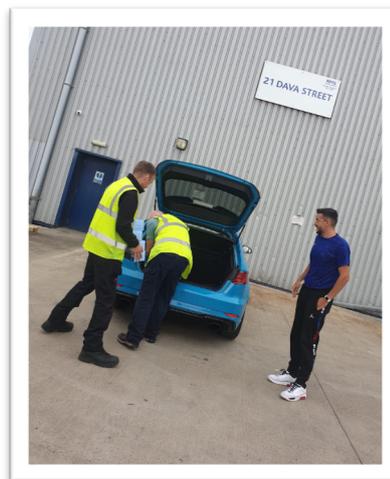
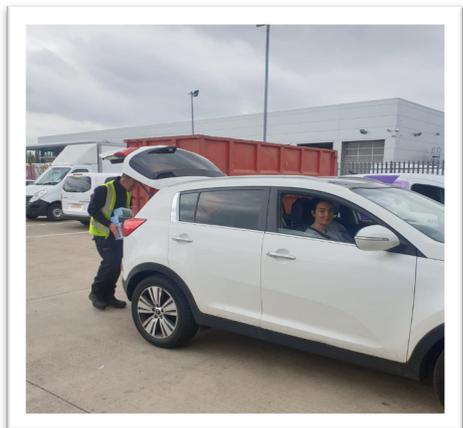
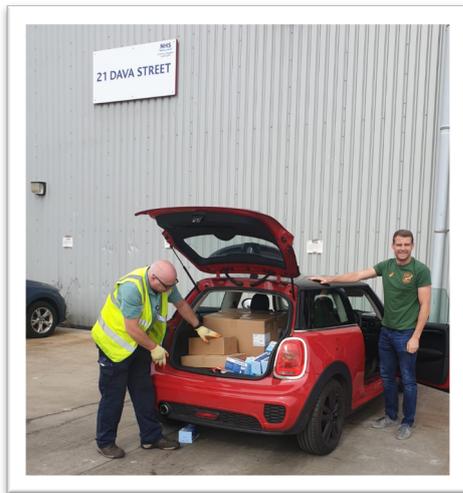
Therefore if you do not have access to your clinical notes remotely you need to be making arrangements to be physically in the practice to triage to allow you access to the clinical notes and therefore the ability to provide robust information on the referral form.

Only a couple of other highlights for today:

- I am presuming that practices are now well underway with the processes required to prepare their facilities and staff with the standards in the SDCEP toolkit. We have already received a response from around a third of practices to the Webropol survey about resuming dental services within your practices. We will be contacting these practices at the beginning of next week to confirm their ability to resume services. It is highly likely that the Scottish Government's review of Covid restrictions on June 18th might signal a move to Phase 2 with the probability of an ability to open dental practices for NHS urgent dental care on the 22nd or 29th of June. We look forward to working in partnership with general practices in delivering the care for patients. It is in everyone's interests for general dental services to be open for business as soon as is safe for public health.
- There appears to be some confusion about what can be referred for to the Hubs for extirpation. I have attached a document which the inclusion and exclusion criteria which I hope will help to clarify the situation.

NHS Greater Glasgow & Clyde
Oral Health Directorate

- Attached is a list of FAQs that was released from NES following the Returning to practice webinars. It also helps give more detail to some of the areas within the SDCEP toolkit.
- You will have previously received an email in May 2020 from the NHSMail migrations team advising that all Health Boards in Scotland have agreed to change the NHS.net mail provider during 2020. Email services will be replaced by Microsoft via their Office 365 product. Automatic migration to the new platform will take place between July – September 2020.
- The feedback on the whole has been very positive around the pickup of PPE. GPs have indicated that the set up is very simple and straightforward and very well organised. Here are some pictures from the first day.



Have a good weekend, Stay Safe
Lee Savarrio, Chief of Dentistry

Stay Safe and Look After One Another