

COVID-19

Lee Savarrio - Chief of Dentistry Update (24-6-2020)

We have now received over 200 responses to the Webropol survey about resuming dental services within your practice and most of you will by now have received a letter to confirm your ability to resume. For those who indicated they wish to open a second surgery we will be contacting you over the next few days to arrange further discussion. However this would not preclude you from opening a single surgery in the meantime.

As I have previously mentioned the vast majority of AGPs will continue to be undertaken within the Urgent Dental Care Centre's (UDCC's) and now more than ever we need your help to support AGP treatments at the UDCC's. I do appreciate this is a busy and stressful time for practices, however we have had 18 GDPs this week withdrawing their support for the UDCCs, some with very little notice. As you can imagine this puts undue pressure on our PDS colleagues and carries a risk to patients and the delivery of timely care. I am hoping that this is just a temporary 'blip' as a result of practices trying to put into place their own remobilisation plans. Remember all practices have until 31 July 2020 to resume services.

For us to be able to provide patients with a reliable and timely urgent dental care service the commitment from general practitioner colleagues to the UDCC's needs to be on a regular and ongoing basis. Anyone who has completed the Webropol survey will have provided the name of a practitioner within the practice who will be their nominated person to support the UDCC's. We will be making contact with these people over the next couple of days to arrange for induction, if required, face fit testing and allocation to a UDCC.

AGP's should still be referred to the UDCC's using the most up to date version of the referral form and emailed via the PDS Hub email address. Patients should not be referred for emergency treatment using SCI gateway.

Again so that patient care referral administration can be processed as effectively as possible can I remind you that it is imperative you use the newest version of the referral form which includes the red/amber/green categories and that you refer to the guidance when triaging your patient and before allocating your RAG category. 'Green' referrals are not necessarily triaged on the day they are received, so for example, if a toothache is incorrectly categorised as 'green' the patient could wait a number of days before they are contacted or indeed treated.

A couple of things to highlight:

- I have been asked to circulate the following information from NHS National Services Scotland around Practice Management Systems readiness for the new SDR;

"The information below should be read in conjunction with the information that practices have been supplied by their PMS suppliers. You should ensure that your PMS supplier has implemented the changes to the SDR and prior to transmitting new "claims".

NSS customer services team have updated the Covid web pages on their website, <https://nhsnss.org/services/practitioner/dental/dental-covid-19-update/>. This includes guidance on our website regarding submissions (those currently held and under the new interim SDR).

*There is also an update on PMS suppliers and where each are in relation to making their releases available. In particular, from a Carestream perspective, as the release will be available after the implementation date, users **should not** mark those claims as complete until they have updated at their side, otherwise the following will happen:*

1 – NHS Boards send us an existing item with values, but the new SDR expects all £0 and the submission is dated on or after 22 June. In that instance, we will reject the submission.

2 – NHS Boards won't have the new treatment items available until the update is available, so after speaking to Carestream, there is a workaround until they are ready.

If you look specifically at the PMS supplier page, it will give you a bit more information at the bottom of the table about what is needed. If you need additional information, I'd suggest getting in touch with them to work out the best way forward"

- As part of the NHS mail migration you will have received an email asking you to complete a Multi Factor Authentication for Microsoft Office 365. It is vital that you complete this to allow access to MS Teams which is a component of Microsoft Office 365 which all Health Boards are moving to for email in due course.
- Within Phase 2 and moving forward, any patient who requires to be certified as dentally fit prior to a medical procedure can be seen as urgent dental care for a non AGP procedure within a practice or referred to the UDCC if the treatment requires an AGP.
- I wanted to convey my thanks to all those GDP's who volunteered to work at NHS 24. I understand that the help and experience you brought to triaging was invaluable and indeed the service would certainly have had real risk of being unable to cope without your help often above and beyond what was expected of you .
- I appreciate there has been some difficulty around key worker status and childcare for children of oral health staff and on seeking clarity we have been advised that individually you need to make contact with the local authority area for the school which your child attends. If problems are encountered there is a Scottish Government email address to help. The various local authorities of Glasgow are;

***Kind regards,
Lee Savarrio, Chief of Dentistry***