

COVID 19

Lee Savarrio - Chief of Dentistry Update (23-3-2020 at 5.00pm)

I am acutely aware that anxiety levels are increasing across the whole of Oral Health Services at present in Glasgow. As I previously stated, I will try wherever possible to provide you with updates on as regular a basis as I can. You may feel that this information is not coming through this official route as quickly as you would like, but please bear with me as I try to ensure that what is issued is ***clear, accurate and not conflicting with anything else already in circulation or indeed about to be circulated centrally.***

It will be vital moving forward for all our colleagues within GDS, PDS and HDS to work together as a team.

Across all services social distancing is more important than ever and all teams should be ensuring only those strictly necessary to deliver the current levels of service are coming to work. Teams should look to owners, practice and line managers to ascertain who may be able to work from home and when this is feasible.

Please find enclosed letter from CDO's Office for immediate action.

GDS

- Within GDS, you must now cease **all** routine care to your patients.
- All GDS practices, that can, should remain open each day or part of the day to provide advice by telephone and if possible continue to deliver **urgent care ONLY** to asymptomatic non Covid-19 patients.
- **For symptomatic patients these should be referred to the PDS Special Care Hub on 0141 314 6669, as per the instructions previously circulated.** You should also consider the following to further maximise social distancing:
 - Undertake telephone triage
 - Patients must be seen by appointment only
 - Limit the number of patients in the waiting room and ensure they maintain a distance of 2 metres apart
 - Only patients should attend unless an chaperone/carer is required
 - Keep the time spent with patients as short as possible
- Where possible practices should divide staffing into clinical teams so that not all are in on the same day to help provide a degree of resilience. The team not in the practice should remain available.
- You should also invoke your buddy practice arrangements. I would also ask that you look to expand this arrangement to other practices within your immediate geographical location, so that you form a small 'cluster' of practices offering initial support to each other to allow for the progression to practice closures and concentration of services.

The weekly activity sheet (attached) has been modified for data capture. The patient data information is not required to be completed until 1 April 2020 onwards. As the situation progresses and PDS and HDS colleagues come under more pressure, we will be looking to colleagues within GDS to help support them to deliver emergency care. **This will be from Health Board premises.**

GDS staff may also be required to be deployed into non- dental roles.

PDS

Within PDS, you should now cease **all** routine care for your patients. You will still be asked to see urgent/emergency cases for non-symptomatic non Covid-19 patients.

We are currently looking to identify what we are describing as 'hot' and 'cold' spots/locations where, moving forward, we can treat emergency patients, whether they are symptomatic or non-symptomatic, Covid-19 patients. We are establishing teams who can work from these locations on a rotational basis. The Dental Managers will be in contact with you directly about this.

There will also be a core of activity in support of preparation of patients for medical procedures and treatments as long as we and the rest of the Board can sustain this.

To try to minimise the potential spread and avoid unnecessary contact, we are also looking at the options of 'Attend Anywhere' and we will provide more information about this when available.

All COVID patients, both children and adults, are being triaged via the Special Care Hub and will be treated in the most appropriate location.

Please continue to monitor your practice NHS mail account daily. We are also in the process of setting up a distribution to allow us to distribute to all NHS net accounts.

All the communications we issue together with the most up to date guidance will be also posted on the oral health intranet site and the Board's website.

Stay Safe and Look After One Another