

Oral Health – Frequently Asked Questions for GDS

The responses below are designed to assist staff to undertake their role and responsibilities safely, maintaining your safety and that of our patients and service users. Please check regularly as our answers and advice will be updated as local and national guidance is received.

Category	Question	Current Answer	Last Update
Practice Closure	Are we still to see patients in practice?	As of 24.3.2020 all dental practices should be providing no clinical care from their premises.	26.3.2020
	Should I completely close the practice?	The practice must be closed. A sign should be displayed outside advising of the current situation and to phone the practice for further advice. You must be available to take phone calls from patients, so that they can be triaged and possibly referred for treatment.	26.3.2020
	Should I/my staff attend the practice to take calls?	It may be possible to work remotely by diverting calls to a mobile phone. In this situation you may also be able to remotely log into your dental software by using remote software such as 'Teamviewer' or Google chrome remote desktop, which can be found at: ' https://remotedesktop.google.com '. The installation/use of these programmes is out with the scope of these FAQs but they are fairly simple to install/use and instructions are available online. It is your choice as to whether you wish to download any software for this purpose. If it is not possible to work remotely then you will likely only require 1 dentist in the practice to triage calls.	26.3.2020

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	<p>What telephone message should I use?</p>	<p>A suggested telephone message is:</p> <p>“Please listen to the complete message. Due to the coronavirus outbreak and in accordance with instructions from Scottish Government and the Chief Dental Officer, only patients with severe symptoms of infection, bleeding or trauma will be seen for emergency dental treatment at the present time. This will be provided at designated Health Board premises. Between the hours of 9am and 6pm you should phone (<i>insert mobile contact number</i>) and after 6pm and at weekends contact NHS24 on 111. If you are experiencing severe pain you may be asked to take medication for 48hrs and to phone back for further advice if symptoms persist”</p>	<p>26.3.2020</p>
	<p>What should I advise patients when you speak to them?</p>	<p>“Due to the coronavirus outbreak and in accordance with instructions from Scottish Government and the Chief Dental Officer, only patients with severe symptoms of infection, bleeding or trauma will be seen for emergency dental treatment at the present time. If you are experiencing severe pain you may be asked to take medication for 48hrs and to phone back for further advice if symptoms persist”.</p>	<p>26.3.2020</p>
	<p>What are the triaging details?</p>	<p>In these difficult times we are adopting the Advice, Analgesia, Anti-microbials approach as per the CDO’s letter on 23.3.2020 (See the GDS Triage document sent on 24.3.2020 for full details.)</p> <p>This advice should be used to help patients manage their dental pain as far as possible. Urgent dental referrals that cannot be managed with this approach should be referred to the PDS Special Care Hub by phoning: 0141 314 6669</p> <p>Please note that this number is for dentists to use for referral purposes only and should not be provided to patients or left on an answerphone message. It should only be used by dentists to arrange a referral to the PDS Special Care Hub.</p>	<p>26.3.2020</p>

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	Can I triage via facetime/video calling?	There are several apps that have video calling capabilities and if you have a smartphone you may find this useful for assessing patients eg. for patients that have facial swelling.	26.3.2020
	What information do I need to provide the PDS Special Care Hub?	<p>It is important to carry out a detailed phone consultation with the patient and to detail the clinical information you could normally record. This would include:</p> <ul style="list-style-type: none"> • Patient complaint • History of the complaint • Relevant medical history • If analgesic & anti-microbial advice has already been issued • Reason for referral <p>Along with the clinical information above it is important to provide the following patient details:</p> <ul style="list-style-type: none"> • Patient's name • DOB • CHI number (if available) • Patient's contact number • Patient's address including postcode • Referring dentist's contact number (in case any further information required) 	26.3.2020
	What if the PDS Special Care Hub needs further information from me?	It is important to give your contact number to the PDS Special Care Hub, in case any further information is required. Please note you may be called back from a withheld or non geographic number.	
	What happens if I need to issue a prescription?	<p>We would suggest you contact your local pharmacy and discuss a potential procedure with them. The following is an example of what has been agreed by one of the DPAs with his local pharmacy:</p> <ul style="list-style-type: none"> • Patient requires prescription and advised on phone during triage call • Advised what is to be prescribed along with advice and where to collect 	26.3.2020

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		<ul style="list-style-type: none"> • Email scanned/photograph of prescription attached to an email with the subject header being the patient name to the pharmacy • Ask patient/representative to collect prescription from that pharmacy • Dentist to forward stamped, original prescription at future date 	
	Antibiotic prescribing	<p>Please review the current SDCEP drug prescribing for dentistry guidance, which can be viewed online. In particular please note:</p> <ul style="list-style-type: none"> • For patients 5 years and older the regime for amoxicillin is 500mg three time daily for 5 days. • For patients 10 years and older the regime for metronidazole is 200mg three times daily for 5 days. 	26.3.2020
	What if a patient in a care home requires emergency care?	These patients should be given the same advice as above and referred to the PDS Special Care Hub if required.	26.3.2020
	What if a patient has Covid-19 symptoms or is self-isolating?	Your telephone triage and the PDS referral pathway apply to all patients regardless.	26.3.2020
	What can my team do to support the response to Covid-19?	<p>It is clear GDS will need to play a very large part in meeting the challenges ahead. Good telephone triaging and delaying care (where it is safe to do so) will help reduce the burden on PDS and HDS services.</p> <p>GDS teams have a valuable skill set and we need to utilise this as we move further into the pandemic. GDS teams play a fundamental part in this through telephone triaging. Members of the dental team will be asked to redeploy to assist with the provision of emergency dental care. They may also be redeployed to help with the delivery of health care (that falls within their competency) in other settings.</p> <p>If you would like to volunteer then please complete the web form that was emailed to nhs.net accounts or contact the health board directly on gdsadmin@ggc.scot.nhs.uk.</p>	26.3.2020

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Out of Hours	What arrangements are in place?	<p>These remain unchanged and your answerphone message should be as above:</p> <p>“Please listen to the complete message. Due to the coronavirus outbreak and in accordance with instructions from Scottish Government and the Chief Dental Officer, only patients with severe symptoms of infection, bleeding or trauma will be seen for emergency dental treatment at the present time. This will be provided at designated Health Board premises. Between the hours of 8am and 6pm you should phone (<i>insert mobile contact number</i>) and after 6pm and at weekends contact NHS24 on 111. If you are experiencing severe pain you may be asked to take medication for 48hrs and to phone back for further advice if symptoms persist”</p>	26.3.2020
PPE	The Health Board have asked me regarding my PPE stock?	<p>There are supplies available, however, as we move further into the pandemic response there will be greater demand for the higher levels of PPE across all healthcare services.</p> <p>As this situation evolves and demand increases, in order to mitigate supply chain issues for PPE, we may ask for GDS support in pooling PPE, such as nitrile gloves.</p>	26.3.2020
General	Do I need to send the weekly activity returns	As all practices are now closed there is no requirement to submit these returns to the Health Board.	27.3.2020
Health and Wellbeing	Who can I turn to for help?	<p>These are unprecedented and exceptional times for all. Support each other in the practice and if you require any advice from the dental practice advisors please contact via 0141 201 4210 or via email on:</p> <p>ahaleem@nhs.net omariqbal@nhs.net</p> <p>There is also helpful information via: https://learn.nes.nhs.scot/27993/coronavirus-covid-19</p>	26.3.2020