

COVID-19

Lee Savarrio - Chief of Dentistry Update (21-4-2020)

I mentioned in my updates last week that we were looking to simplify the triage process and streamline the patient journey into our urgent dental care hubs. Taking account of the emergency care we now need to provide to our patients, we have adapted the pathway accordingly.

We have developed a GDS Triage Referral Form which will help reduce the need for double and triple triaging. The intention is for the form to follow the patient from initial triage by our GDP colleagues into the PDS Special Care Hub or if required for urgent care into Glasgow Dental Hospital.

Attached are three documents:

- An information sheet explaining the process for referring patients
- The GDS Triage Referral Form
- Updated NHS GGC version of SDCEP Guidelines on Managing Acute Dental Problems (Covid)

Within the new pathway we have also established a hotline number for facial swelling and trauma cases direct to Glasgow Dental Hospital which will allow these urgent cases to be fast tracked. Can I ask that you please do not abuse the number provided, it should only be used for this purpose not for general referrals.

A number of referrals are coming to us via SCI gateway to access care at the moment, can I ask that this ceases and the new process is followed instead.

Please start to use the new form from Thursday 23 April 2020.

Many thanks in advance for help in streamlining the patient journey. We are also currently working with NHS 24 to optimise the out of hours urgent dental care to similarly facilitate as smooth a patient journey as possible.

Stay Safe
Lee Savarrio, Chief of Dentistry