

## Oral Health – Frequently Asked Questions for GDS: FAQs

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
<b>Practice Closure</b>	Are we still to see patients in practice?	As per the CDO's letter of 24.3.2020 all routine dentistry should cease. The dental team are to stop face-to-face contact with patients, but must be available for phone consultations during normal working hours.	22.4.2020
	Should I completely close the practice?	<p>The practice should be closed to patients. A sign should be displayed outside advising of the current situation and to phone the practice for further advice.</p> <p>A dentist must be available to take phone calls from patients on each weekday from 9am to 6pm. Dentists should carry out a phone consultation in order to provide appropriate home care advice or onwards referral if required. Out with these times patients should be directed to NHS24 as normal.</p> <p>Due to the pressure on NHS24 it is expected that dental practices may need to continue taking calls during bank holidays.</p>	22.4.2020
	Should I/my staff attend the practice to take calls?	<p>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: '<a href="https://remotedesktop.google.com">https://remotedesktop.google.com</a>'.</p> <p>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.</p> <p>If it is not possible to work remotely then you will likely only require 1 dentist in the practice to triage calls.</p>	26.3.2020

	What telephone message should I use?	<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 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 some time and to phone back for further advice if symptoms persist”</p> <p>Make sure to check/delete answer phone messages regularly, as if the answerphone becomes full it is possible calls will be rejected.</p>	22.4.2020
<b>General</b>	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
	Where Can I find the forms/guidance referenced in the FAQs?	<p>The documents referenced in this guide can be downloaded from the GG&amp;C website by visiting the address below.</p> <p><a href="https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-dentists/">https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-dentists/</a></p>	22.4.2020
<b>Triage</b>	How do I triage patients?	<p>According to the CDO’s letter on 23.3.2020, dentists should operate on the basis of <b>Advice, Analgesia</b> and <b>Anti-microbials</b>.</p> <p>Please refer to the <b>GG&amp;C modified SDCEP Guidelines for Management of Acute Dental Problems During Covid-19 Pandemic (last updated 21.4.2020) &amp; associated documents</b>. These were emailed to dentists on 21.4.2020 and are available to download from the GG&amp;C website.</p> <p>The guide contains:</p> <ul style="list-style-type: none"> <li>• A flow chart of the triage for commonly presenting dental problems</li> <li>• A table detailing the management for acute dental problems, including when/where to refer</li> <li>• Contact details for referrals</li> <li>• Template referral form to be used for referrals</li> </ul>	22.4.2020

		<p>This advice should be used to help patients manage their dental pain at home as far as possible. Urgent dental referrals that cannot be managed with this approach should be referred to the PDS Special Care Hub. Some urgent dental referrals, such as an avulsed tooth, can be referred to the Dental Hospital for treatment. Emergencies such as head injuries, are to still be directed to A&amp;E.</p>	
	<p>Are there any information sheets I can give to my patients?</p>	<p>GG&amp;C have developed a patient guide with simple information on how to manage common dental problems at home (8.4.2020). This can be downloaded from the GG&amp;C website and emailed to your patients and/or put onto your social media pages.</p>	22.4.2020
	<p>Can I triage via facetime/video calling?</p>	<p>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.</p> <p>If this is not possible it may be useful to ask the patient to email a picture, particularly to help assess swellings. This can also be helpful with referrals to the PDS Special Care Hub.</p>	22.4.2020
<b>Prescribing</b>	<p>Dosage</p>	<p>Please review the SDCEP guidance released on 8 April 2020: <b>Drugs for the management of Dental Problems During COVID-19 Pandemic.</b></p> <p>In particular please note:</p> <ul style="list-style-type: none"> <li>• For patients <b>5 years and older</b> the regime for amoxicillin is 500mg three time daily for 5 days.</li> <li>• For patients <b>10 years and older</b> the regime for metronidazole is 200mg three times daily for 5 days.</li> </ul>	22.4.2020
	<p>What happens if I need to issue a prescription?</p>	<p>Please refer to <b>the Interim Arrangements for the Issuing of Dental Prescriptions During the COVID-19 Pandemic (3.4.2020)</b> for full details.</p> <p>Pharmacies will accept prescriptions via the phone and/or email but you will need to send in a physical copy, ideally within 3 days. You may already have an agreement with your local pharmacy but some patients may reside in another locality from your practice. A list of pharmacies in GG&amp;C, with their contact details (contact number &amp; email address) have been provided to GDS dentists to help reduce the need for patients to travel far. This is not available to download from the GG&amp;C website due to the nature of its contents; if you require a copy you can request this directly from the Health Board.</p>	22.4.2020

		<p>You should:</p> <ul style="list-style-type: none"> <li>• Liaise with your patient to determine the most convenient pharmacy</li> <li>• Explain to the patient you will forward the prescription to the pharmacy and they may need to wait several hours before collecting it</li> <li>• Phone the pharmacy to give details of the prescription required</li> <li>• If you are unable to get through on the phone then you can email a scanned copy or photo of the prescription from an nhs.net account. The heading should read: 'FAO Pharmacist: Urgent prescription required for dental patient'</li> <li>• If you email a prescription you must also follow this up with a phone call on the same day and send a physical copy within 3 days</li> </ul>	
<b>Referrals</b>	Where can I find more information regarding how to refer a patient?	<p>Please refer to the <b>GG&amp;C modified SDCEP Guidelines for Management of Acute Dental Problems During Covid-19 Pandemic &amp; associated documents (21.4.2020)</b></p> <p>This guide contains:</p> <ul style="list-style-type: none"> <li>• A flow chart of the triage for commonly presenting dental problems</li> <li>• A table detailing the management for acute dental problems, including when/where to refer</li> <li>• Contact details for referrals</li> <li>• Template referral form to be used for referrals</li> </ul>	22.4.2020
	What treatment can I refer to the PDS Hub?	<p>Only urgent dental treatment is being provided at this present time and includes:</p> <ul style="list-style-type: none"> <li>• Dental extractions</li> <li>• Pulp extirpations for teeth with a good prognosis (only accepted back to 2<sup>nd</sup> premolar)</li> </ul> <p>No routine dental care is being provided including temporary fillings, recementing crowns or smoothing of sharp edges on teeth.</p>	22.4.2020
	What treatment can I refer to the Dental Hospital?	<p>Direct referrals to the Dental Hospital are restricted to emergency situations that are time critical and include:</p>	22.4.2020

		<ul style="list-style-type: none"> <li>• Dento-alvolar trauma</li> <li>• Uncontrolled bleeding</li> <li>• Avulsed permanent teeth</li> </ul>	
	When should I refer to A&E?	<p>This pathway remains unchanged and situations that would normally be referred here should still be sent.</p> <p>eg. Head injury, facial swellings affecting the airways</p> <p>Contact details for A&amp;E departments have been provided GDS dentists (21.4.2020) so that advice can be sought and phone referral arranged if appropriate.</p>	22.4.2020
	Can I still refer suspected cancer?	<p>You should refer a patient to the PDS Special Care Hub if you have concerns regarding a non-healing ulcer that has been present for 3 weeks or more.</p> <p>If you have concerns regarding the appearance of an ulcer this can be more difficult to assess, as face-to-face contact with patients has been stopped. A good history and a photo may help. If you have concerns then you can contact the PDS Special Care Hub for advice.</p>	22.4.2020
	How do I refer a patient to the PDS Hub?	<p>For a referral to the PDS Special Care Hub you should complete the GDS triage referral form and either email the form or a photograph of the form, together with any pictures and/or radiographs. This must be sent from an nhs.net mail address; if you do not have an nhs.net address then you will need to make a phone referral. In this situation it would still be helpful to complete the GDS triage referral form, so that you have all of the referral information in order and to hand.</p> <p><a href="mailto:gg-uhb.publicdentalspecialcare@nhs.net">gg-uhb.publicdentalspecialcare@nhs.net</a></p> <p>PDS Special Care Hub contact no: 0141 314 6669</p> <p><b>Please note this number is for dentists to use for advice or referral purposes only. It should not be provided to patients or left on an answerphone message.</b></p>	22.4.2020
	How do I refer a patient to the Dental Hospital?	<p>For an urgent referral to the Dental Hospital you should complete the GDS triage referral form and then make a phone referral. You should then email the form or a photograph of the form from an nhs.net mail account.</p> <p><a href="mailto:Oralhealth.directorateadmin@ggc.scot.nhs.uk">Oralhealth.directorateadmin@ggc.scot.nhs.uk</a></p> <p>GDH direct referral no: 0141 211 9607</p> <p><b>Please note this number is for dentists to use for advice or emergency referral purposes only. It should not be provided to patients or left on an answerphone message.</b></p>	22.4.2020

	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?	These patients should be given the same advice as above and referred to the PDS Special Care Hub if required. There is special provision in place to provide treatment to Covid-19 symptomatic patients if required.	22.4.2020
<b>Redeployment</b>	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.</p> <p>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.</p> <p>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 contact the Health Board by sending an email to: <a href="mailto:gdsamin@ggc.scot.nhs.uk">gdsamin@ggc.scot.nhs.uk</a></p>	22.4.2020
	Will my indemnity cover me for redeployment?	<p>Scottish Government have confirmed that dental team members deployed to work in dental treatment centres or deployed to wider Covid-19 response roles, will receive cover under the Clinical Negligence and Other Risk Indemnity Scheme (CNORIS). This indemnity will be available for any claim arising from engagements relating to the Covid-19 response, regardless of when the claim is received.</p> <p>You should still maintain your existing indemnity cover so that you are suitably indemnified for any dental practice work, such as triaging, or potential regulatory or disciplinary investigations with the GDC.</p>	22.4.2020

<b>Out of hours</b>	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 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 some time and to phone back for further advice if symptoms persist”.</p>	26.3.2020
<b>PPE</b>	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 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
<b>Health and wellbeing</b>	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><a href="mailto:ahaleem@nhs.net">ahaleem@nhs.net</a>  <a href="mailto:omariqbal@nhs.net">omariqbal@nhs.net</a></p>	26.3.2020