

Dental Services across Bradford

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NHS England and NHS Improvement



Response to COVID-19

- On 25 March 2020, all routine dentistry ceased as instructed by the Chief Dental Officer
- NHS dental practices were 'open' to patients but only expected to provide telephone advice and triage and antibiotics.
- NHS England put in place an Urgent Dental Care Network which included clusters of practice, one of which provided face to face care. This network ensured that, where patients have been clinically triaged remotely and deemed in need of urgent face to face treatment, such treatment was available.
- There were 7 of these centres across Bradford and Keighley
- Access to services was made by calling the dental practice or NHS 111
- Communications plan put in place to support the position that patients were unlikely to be seen, for an urgent appointment, in their own practice.

Current Situation

- NHS dental practices have been able to reopen from 8 June 2020 to provide urgent treatment
- Some have started to provide a limited range of urgent face to face treatments - where infection prevention control and PPE requirements are in place
- in resuming services, practices will be see patients with the most urgent issues first and a return to services fully providing routine dentistry will come later.
- To ensure that services can be provided safely and effectively, the Urgent Dental Care network remains in place.
- The route for patients accessing dental care in normal working hours remains through a dental practice. All GPs will provide remote triage to any patient, regardless of whether they are a regular patient of the practice.

What does it look like in Bradford?

- All practices remain 'open' and following triage will either offer treatment to the patient on their premises or refer to one of the Urgent Care centres if they are not yet able to do so
- There 7 Urgent Dental Care providers in Bradford/Keighley remain open currently
- Over 60% of practices in Bradford are offering some face to face care and this number is increasing on a weekly basis
- Practices are being supported with their plans to provide face to face care –they are accessing relevant PPE and ensure that they access training and 'fitting' to use it appropriately
- Patients can contact any practice to seek urgent treatment even if they are not considered to be a regular patient of the practice
- Communications have been circulated to support patient expectation including social media messages, videos prepared by dentists to help prepare changes to premises and engagement with Healthwatches

Current issues

1. the expectation that all practices will be open over the next month although there is no national target
2. The availability of PPE remains a challenge for services.
3. Even with all plans in place social distancing, infection control and PPE requirements means that capacity is only at approximately a third
4. National guidance is awaited to support next stage of restoration – when and how services will move to routine and how the relaxing of lockdown will impact on this service