

PRIMARY CARE SERVICES UPDATE FOR DENTAL SERVICES

Management of patients presenting with oral and dental problems in non-dental settings – 10th August 2020

- **Patients with oral and dental problems should be directed to dental services**

Throughout the response to the COVID-19 pandemic, dental practices have offered virtual triage and consultation with advice, analgesia and/or antimicrobials as appropriate to patients with oral and dental problems.

All dental practices commenced re-opening from Monday 8 June for all face-to-face care, where practices assess that they have the necessary IPC and PPE requirements in place.

Progression to resumption of the full range of routine dental care will be risk-managed by the individual practice and can include aerosol-generating procedures (AGPs), subject to following the necessary IPC and PPE requirements.

- **Out of hours care or patients without a dentist**

The Urgent Dental Care (UDC) Service continues to operate in primary and secondary care across Greater Manchester. UDC Hubs offer triage, clinical assessment and face-to-face treatment from 8am – 10pm. The UDC service operates on a referral system only. Patients should be advised to contact the Urgent Care telephony service on 0333 332 3800 for advice and appointment as necessary.

The Urgent Dental Care Hubs can deliver emergency dental treatment to COVID-19 symptomatic and asymptomatic patients. Face-to-face consultation and treatment service will only be accessed following remote triage.

The actual sites are not being made public simply to stop attempts at direct contact; and because additional sites may become available or individual sites may become unavailable due to operational reasons such as staffing levels and PPE supplies.

- **Oral cancer**

It has been widely publicised in the national media that suspected cancer referrals have decreased by up to 70% since the start of the response to COVID-19. There is considerable concern that this will result in an increase in emergency presentations and late stage diagnoses. Practices are encouraged to refer all the patients they would normally refer for suspected Head and Neck cancers.

Additional questions

If you have any questions, your first point of contact should be our generic mailbox:
England.gmdental@nhs.net

Due to the sheer volume of queries we are receiving please do not contact individual members of the team directly by email or by phone.

Information will be reviewed throughout the day and escalated to the appropriate person.