

Stakeholder Briefing:

Urgent dental care services across the South East

Background

Since the Prime Minister announced social distancing measures to slow down the spread of COVID-19, a set of restrictions on daily activity to contain the spread of the virus were introduced. All non-urgent dental activity has stopped in line with the changes to people's everyday lives that the Prime Minister has signalled.

In light of public health infection control measures and continuing concerns about NHS dental care staff safety, NHS England and NHS Improvement (NHSE/I) has made significant changes to the delivery and operation of our dental services in the South East region.

Developing the local urgent dental care system

Across every NHS region a Local Urgent Dental Care system has been created to provide care for people with urgent and emergency dental problems.

Urgent Dental Care centres (also known as hubs) have been set up to meet the distinct needs of people with urgent dental care needs during the current pandemic:

1. Those who are possible or confirmed COVID-19 patients – including patients with symptoms, or those living in their household
2. Those who are 'shielded', as being at most-significant risk from COVID-19
3. Those who are vulnerable/at increased risk from COVID-19
4. Any other people who do not fit one of the above categories

The urgent dental care hubs allow appropriate separation and treatment of patients in these four categories.

All patients will need referral by a dentist, this may be a dentist they usually see or another local dental practice which should still be providing phone advice. Each patient will then be triaged by an urgent dental care hub depending on a number of factors and their care managed accordingly. Patients will be assessed as to whether they do need urgent treatment which cannot wait. Where patients are at risk or shielded, then they will be seen in appropriate settings. Where possible and safe, patients may be able to manage the dental problem themselves through taking painkillers or prescribed antibiotics to treat any dental infection. Face to face treatment is available when clinically required.



Drop-ins to urgent dental care hubs are not allowed given the need to protect patient and staff safety.

Locations of urgent dental hubs

So far, there are 36 urgent dental care hubs operating with a further 2 planned to cover the main population centres across the South East. The opening of hubs has been contingent on securing personal protective equipment (PPE) for all of their staff members.

The locations of the operational hubs for the four patient groups identified above are detailed below although please note this information is not for onward sharing to avoid patients attempting to access the service as a walk-in service which would compromise patient flows and social distancing:

Location	Provider and address
Berkshire	
Maidenhead	Berkshire Community Dental Service, St Mark's Hospital Maidenhead, SL6 6DU
Bracknell	Berkshire Community Dental Service, Skimped Hill Health Centre, Bracknell, Berkshire, RG12 1LH
Reading	Inspire Dental Reading, 124 Oxford Road, Reading, RG1 7NL
Slough	Smile Care (Dental) Ltd, 24 High Street, Slough, SL1 1EQ
Oxfordshire	
Witney	Oxford Health NHS Foundation Trust, Witney Community Hospital, OX28 6JJ
Oxford	Oxford Health NHS Foundation Trust, Manzil Way, Cowley, Oxfordshire, OX4 1XD
Banbury	Oxford Health NHS Foundation Trust, Orchard Health centre, Banbury, Oxfordshire, OX16 2EZ
Oxford	Bury Knowle Dental Practice (Damira Dental Studios Ltd), 207 London Road, Headington, Oxford, OX3 9JA
Buckinghamshire	
Newport Pagnell	Central and North-West London NHS Foundation Trust (Bucks CDS), Marsh End Road, Newport Pagnell, Mk16 8EA
Aylesbury	Eastgate Dental Centre, Eastgate House, 46 Wedgewood Street, Aylesbury, HP19 7HL
Hampshire	
Gosport	Solent NHS Trust (Special Care), Solent NHS Trust (Special Care) GOSPORT SPECIAL CARE DENTAL CLINIC, Gosport War Memorial Hospital, Bury Road, Gosport, PO12 3PW



Southampton	Solent NHS Trust (Special Care), RSH SPECIAL CARE DENTAL CLINIC, Primary Care Delivery Centre, B Level, Fanshawe Wing, RSH Hospital, Brinton's Terrace, Southampton, SO14 0YG
Andover	Solent NHS Trust (Special Care) Andover Special Care Dental Clinic, Charlton Road, Andover, SP10 3LD
Portsmouth	Solent NHS Trust (Special Care), SOMERSTOWN SPECIAL CARE DENTAL CLINIC, Somerstown Central, Tysley Road, Portsmouth, PO5 4EZ (PO5 4NB when using a Sat Nav)
Basingstoke	Solent NHS Trust (Special Care), BRAMBLY'S GRANGE SPECIAL CARE DENTAL, Bramblys Drive, Basingstoke, RG21 8UN
Winchester	St James Dental Partnership, Chesil Dental Practice, 15-17 Bridge Street, Winchester, SO23 0HL
Fareham	Damira Dental Studios Ltd, Sharland House, 29-30 High Street, Fareham, Hampshire, PO16 7AD
Isle of Wight	
Newport	Solent NHS Trust (Special Care) COWES SPECIAL CARE DENTAL CLINIC, Cowes Community Clinic, Lower Ground Floor, 200 Newport Road, Cowes, PO31 7ER
Cowes	Denbigh House Dental Clinic, 62 George Street, Ryde, Isle of Wight, PO33 2EN
Kent	
Larkfield	Simon Collins Community Dental Service, Martin Square, Larkfield, ME20 6QJ
Rochester	Simon Collins Community Dental Service, Rochester Healthy Living Centre, Delce Road, Rochester, ME1 2EL
Ramsgate	Newington Road Health Centre, Newington Road, St Lawrence, Ramsgate, CT11 0QU
Canterbury	Canterbury Health Centre, 26 Old Dover Road, CT1 3JH
Chatham	Mr M D Hughes, Gibraltar House, Gibraltar House, Gibraltar Hill, Chatham, ME4 4RY
Ashford	Mr N Patel (Pennypot), Pennypot Ashford, 1 Ashford Commercial Quarter, Dover Place, Ashford, TN23 1FB
Maidstone	Maidstone Dental Centre, 12 Knightrider Street, Maidstone, ME15 6LP



Surrey	
Weybridge	Weybridge Dental Practice, Weybridge Dental Practice, 29 Dorchester Road, Weybridge, Surrey, KT13 8PE
Guildford	Virgin Care Ltd, Surrey Community Dental Service, Buryfields Clinic, Guildford, GU2 4AX
Redhill	Surrey and Sussex Healthcare NHS Trust, East Surrey Hospital, Canada Avenue, Redhill, RH1 5RH
Sussex	
Haywards Heath	Sussex Community NHS FT, Special Care Dental, Haywards Heath Health Centre, Heath Road, Haywards Heath, RH16 3BB
Haywards Heath	Newlands Dental Practice Partnership, Newlands Dental Surgery, 49 Hazlegrove Road, Haywards Heath, RH16 3PH
Chichester	Sussex Community NHS FT, Special Care Dental, St Richards Hospital, Spitalfields Lane, PO19 6SE
Brighton	Sussex Community NHS FT, Morley Street Dental Clinic, School Clinic, Morley Street, Brighton, BN2 9DH
Brighton	Portslade Dental Centre, 116 – 120 St Andrew's Road, Portslade, Brighton, BN41 1DE
Crawley	Bewbush Dental Limited, Bewbush Dental Practice, 3 Goodwin Close, Crawley, RH11 8XU
St Leonards	ESHT Special Care Dental Service: Arthur Blackburn, Battle Road, St Leonards, TN37 7AN

Further hubs will be opened shortly in:

Location	Provider and address
Sussex	
Eastbourne	ESHT Special Care Dental Service, Ian Gow Health Centre, Milfoil Drive, Eastbourne, East Sussex, BN23 8BR
Seaford	ESHT Special Care Dental Clinic, Dane Road, Seaford BN25 1DN



How will triage work?

Triage will be used to decide which category people fall into, depending on their symptoms and level of pain.

The triage categories are:

1. Requires immediate treatment on the day
2. Treatment as quickly as possible
3. Non-urgent (not requiring treatment in a hub setting)

Those involved in triage have a detailed operating procedure to help them categorise different dental conditions.

How do patients access these urgent hubs?

Patients with an urgent or emergency dental condition must not attend any hubs as they need to be triaged by a dentist first. This system also helps manage the flow to hubs and avoid queues (in line with social distancing measures).

If a patient has an urgent or emergency dental condition they should contact a dental practice for a telephone assessment to assess their dental needs. This could either be the dental practice they normally attend or an NHS practice nearest to their home address, which can be located on <https://www.nhs.uk/using-the-nhs/nhs-services/dentists/>

Out of usual surgery hours, you should call your local out of hours emergency dental service and if you are unsure of their contact details NHS111 will be able to provide this.

For further information, please contact the NHSE/I dental team in the South East at ENGLAND.southeastdental@nhs.net

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