

COVID-19 NHS Dental Service Provision in Gwent

Wales is currently in the Red Escalation Alert phase for dentistry, which means:

- Only urgent/emergency dental care is able to be provided to patients
- NHS dental practices remain open for contact during normal surgery opening hours.
- Patients of NHS dental practices are asked to contact their practice for an initial telephone/remote assessment to determine the need for a face-to-face dental assessment in advance of arranging an appointment, whether that be at the dental practice or at one of the urgent dental centres situated in Ringland, Clytha and Brynmawr
- The urgent dental centres have been established in order to provide urgent care to patients that require an Aerosol Generating Procedure (AGP) or for patients that require an AGP and have suspected/confirmed COVID-19
- Where possible and safe to do so, General Dental Practitioners (GDP) may prescribe painkillers or antibiotics to patients, to help treat pain/infection. This may be following a telephone/remote assessment. The GDP will remotely prescribe medication and liaise with the patients local pharmacy in order for the patient/carer/friend/relative to collect the medication
- If a patient requires urgent dental care and does not attend a dental practice regularly, patients are asked to contact the Dental Helpline on 01633 744387 where a call handler will triage the call and refer the patient to the most appropriate service; local dental practice or one of the urgent dental centres
- Our aim to keep patients and dental teams safe, therefore patients are asked to telephone the dental practice before attending. Dental practices are not accepting 'walk-ins'

Dated: 20th May 2020