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Version 3

# NHS North West

## COVID-19: Provision of dental services

The aim of this document is to outline what dental provision is available to the public across the north west during the COVID-19 pandemic.

The following information is contained below:

- Overview
- Key messages
- Web copy
- Internal communications copy
- Social media posts

If you have any questions or queries about the information contained in this briefing, please contact [england.nwmedia@nhs.net](mailto:england.nwmedia@nhs.net).

### Overview

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. As a result of this all non-urgent dental activity has stopped across the country.

In response NHS England and NHS Improvement (NHSE/I) is making a number of immediate changes to the delivery and operation of dental services to ensure the safety of the public and people working in dental practices across the North West region.

Urgent dental provision and advice has been put in place and details of how these services can be accessed are in the briefing below.



## Key messages

- All non-urgent dental activity, including orthodontic care, has stopped across the country.
- All high street dental and orthodontic practices are providing telephone advice for urgent dental provision. The practice will do an assessment over the phone and if needed provide a prescription for pain control and medication where appropriate.
- Patients who need urgent dental care should telephone their usual dental practice in the first instance. Practices will assess patients over the telephone and will be able to offer advice or refer to an urgent dental service if this is needed.
- If you aren't already registered with a dentist, go to [www.nhs.uk/service-search/find-a-dentist](https://www.nhs.uk/service-search/find-a-dentist) or contact the dental helpline:
  - Greater Manchester: 0333 332 3800
  - Cheshire and Merseyside: 0161 476 9651
  - Lancashire: 0300 1234 010
  - South Cumbria: 01539 716 822
- Urgent dental centres are now open across the region with the appropriate PPE, procedures and equipment to provide a limited range of dental treatment in a safe environment.
- Urgent dental centres are not a drop-in service. They are only accessible via the triage system. Appointments are available by referral only.
- Urgent dental centres will deal with people who have a dental emergency. This is an immediate issue involving the teeth and supporting tissues whereby it is essential to be treated by the relevant professional as a matter of urgency.
- The range of conditions provided for by urgent dental centres will include, but are not limited to:
  - Trauma including facial/oral laceration and/or dentoalveolar injuries, for example avulsion of a permanent tooth;
  - Oro-facial swelling that is significant and worsening;
  - Post-extraction bleeding that the patient is not able to control with local measures;
  - An ulcer, red or white patch which has been present for at least three weeks;
  - Severe dental and facial pain: that is, pain that cannot be controlled by the patient following self-help advice;
  - Fractured teeth or tooth with pulpal exposure;
  - Dental and soft tissue infections without a systemic effect;
  - Oro-dental conditions that are likely to exacerbate systemic medical conditions.



Each patient will be assessed and managed considering the patient's best interests, professional judgement, local arrangements and the prioritisation of the most urgent care needs.

- If you are in pain or in need of support please phone your usual dental practice. If you do not have a regular dentist please contact the dental helpline (numbers above). This may be because you have severe toothache or a dental infection, or you have noticed other changes inside your mouth such as a white patch, red patch, a lump or an ulcer that won't heal.

## Web copy

### What to do if you have a dental problem during COVID-19 pandemic

If you have a dental issue during lockdown, it is important that you know how to access help when you need it.

All high street dental and orthodontic practices can give advice, guidance and prescriptions, which you can collect from your local pharmacy.

If you are in pain or in need of support and need help or advice, please telephone your dental practice in the usual way. If you are not registered with a dentist you can go to <https://www.nhs.uk/service-search/find-a-dentist> or call the dental helpline:

- Greater Manchester: 0333 332 3800
- Cheshire and Merseyside: 0161 476 9651
- Lancashire: 0300 1234 010
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This may be because you have severe toothache or a dental infection, or you have noticed other changes inside your mouth such as a white or red patch, a lump or an ulcer that won't heal.

You will be assessed and given advice over the phone, which may result in a remote consultation with a dentist.

In addition, the Liverpool University Dental Hospital is also operating an Emergency Dental Care service for patients registered in Cheshire and Merseyside.

To access this service, please call the Dental Emergency Helpline:

- 0151 706 5307
  - 0151 706 5309
- Monday to Friday 8.30am – 4.30pm  
Saturday 8.30am-12noon

To support NHS services, it is important that you do not visit hospitals or doctors' surgeries with dental problems.

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**NHS England and NHS Improvement**



## Internal communications copy

Dental services are in place across the region for patients and the public during the lockdown. All high street dental and orthodontic practices are able to give advice, guidance and prescriptions, which you can collect from your local pharmacy.

People with dental problems are being asked to contact their dental practice in the usual way. Those who aren't registered with a dentist can go to:

- <https://www.nhs.uk/service-search/find-a-dentist>

or

- Call the dental helpline:
  - Greater Manchester: 0333 332 3800
  - Cheshire and Merseyside: 0161 476 9651
  - Lancashire: 0300 1234 010
  - South Cumbria: 01539 716 822

They will assess you and provide advice over the phone which may result in a remote consultation with a dentist.

To support NHS services, it is important that people do not visit hospitals or doctors' surgeries with dental problems.

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## Social posts

- Due to the #COVID19 pandemic, the way in which you access dental services has changed. All non-urgent dental treatment and check-ups have stopped. Urgent help is still available, contact your dental practice for more information. If you don't have a dentist go to [nhs.uk/service-search/find-a-dentist](https://www.nhs.uk/service-search/find-a-dentist) #NHSNWDentalCOVID19
- If you need dental help during #COVID19 you can contact your dental practice in the usual way and they will be able to assess you over the phone. If you aren't registered with a dentist go to [nhs.uk/service-search/find-a-dentist](https://www.nhs.uk/service-search/find-a-dentist) #NHSNWDentalCOVID19
- If you are suffering from dental pain during lockdown, telephone your usual dental practice in the first instance and they will triage you over the phone. If you aren't registered with a dentist, go to [nhs.uk/service-search/find-a-dentist](https://www.nhs.uk/service-search/find-a-dentist) #NHSNWDentalCOVID19

NHS England and NHS Improvement



- Dental help and advice is still available. Contact your dental practice in the usual way and they will be able to assess you over the phone. If you aren't registered with a dentist go to [nhs.uk/service-search/find-a-dentist](https://nhs.uk/service-search/find-a-dentist) #NHSNWDentalCOVID19
- To support NHS services, it is important that you do not visit hospitals or doctors' surgeries with dental problems. Contact your dentist who will be able to help over the phone. If you don't have a dentist go to [nhs.uk/service-search/find-a-dentist](https://nhs.uk/service-search/find-a-dentist) #NHSNWDentalCOVID19

