



Dental Services Patient Information Checklist

This checklist uses the observations and insight gained from our mystery shopping carried out during the COVID-19 pandemic (May 20).

- Is our dental practice detailed and up-to-date on www.nhs.uk/service-search/find-a-dentist
- Website clearly displays whether we offer NHS treatment or not
- Website clearly displays our charge and it is easy to find
- Website give clear guidance to people about what to do if they have a dental emergency. A good example from the Local Dental Committee shown over the page
- Website has a link to the Sussex Community Foundation Trust's [web-page](#) so the patient know what can be provided by the dental emergency services and this is kept up-to-date
- Internal website audit has enabled us to remove all out-of-date, or confusing information (such as references to old establishments such as PCTs.)
- Our answerphone message has the details of how people can access emergency support or what they need to do if they need to speak to a dentist during service hours. The Local Dental Committee suggest is shown over the page
- We have listened to our message and it is clear and delivered at a calm speed, suitable for listening and taking notes and gives up to date information

Practices need to make sure out of hours details are clearly signposted outside the practice and instructions on how to make an appointment when open with restricted access.

Need to access Urgent Care?

From the 8th of June we will be able to see patients again however we will need to prioritise patients with the most urgent need.

If you need help from a dentist you can contact us by phone or email (even if you are not normally an NHS patient with us) and we will be able to triage your concerns to offer you remote advice or make arrangements for face to face care if needed. Due to current restrictions we may need to refer you to an urgent care hub if we are unable to manage your condition ourselves.

Please do not attend the practice unless you have an appointment. You can also get urgent care advice from the NHS 111 online service.

Telephone system

From the 8th of June we will be able to see patients again however we will need to prioritise patients with the most urgent need as we are only able to offer a limited range of services at this time.

If you need help from a dentist please stay on the line and we will be able to triage your concerns to offer you remote advice or make arrangements for face to face care if needed. Due to current restrictions we may need to refer you to an urgent care hub if we are unable to manage your condition ourselves.

Please do not attend the practice unless you have an appointment.

Practices also need to make sure out of hours details are clearly sign posted outside the practice and instructions on how to make an appointment when open with restricted access.

Out of hours -

Thank you for calling, the dental practice is now closed. Our current opening hours are xxx - xxxx.

If you are in need of urgent Dental care that can not wait until we open, you can contact the NHS out of hours dentist at Xxxxx on xxxxxxxx (nearest open EDS service) that number again xxxxxxxxxx or use the NHS 111 online service. Please be aware the out of hours service for urgent/emergency cases, such as uncontrollable bleeding or trauma, has limited capacity and they cannot guarantee an appointment. If you have severe swelling, affecting breathing/swallowing or severe spreading infection please attend accident and emergency. You can also find the details for out of hours access on our website at www.xxxxxxxx.co.uk

Practices should also promote the dental help line service

0300 123 1663 and they are open from 08:00am to 16:00pm, Monday to Friday.

Sussex community website in their details online

<https://www.sussexcommunity.nhs.uk/services/dental-services-during-covid-19.htm>

<https://www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16888>