

Raising concerns

Dental teams are working hard to provide as much care as possible under the current restrictions.

If you have concerns about the care you have received or are unclear about your NHS treatment then you should discuss this with your Dental Practice in the first instance through the practice manager or practice complaint process.

If this has failed to resolve the issue you can complain about NHS Dental Services by writing to:

NHS Fife Patient Relations

Level 1
Hayfield House
Hayfield Road
Kirkcaldy
Fife
KY2 5AH

or by email to fife.patientrelations@nhs.scot





NHS Fife provides accessible communication in a variety of formats including for people who are speakers of community languages, who require Easy Read versions, who use BSL, read Braille or use Audio formats.

NHS Fife SMS text service number **07805800005** is available for people who have a hearing or speech impairment.

To find out more about accessible formats contact:
fife.EqualityandHumanRights@nhs.scot
or phone **01592 729130**

NHS Fife
Hayfield House
Hayfield Road
Kirkcaldy, KY2 5AH

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What you can expect from NHS Dental Services as we continue to live with COVID-19

Your dental practice is now open, however priority is likely to be given to dental problems that are emergency or urgent in nature. Some practices may be able to see you for routine care but this will vary between dentists.

This leaflet provides further information on the necessary safety measures in place that aim to reduce the risk of COVID-19 in a dental practice.

Current issues affecting dental services

Physical distancing

As with all indoor spaces, the number of people who can enter a dental surgery at any one time has been reduced. This is to allow social distancing and for patients to move through the practice with as low a risk as possible. Not all dental practices have the same amount of space so a dental practice in a large building will be able to see more people than a dental practice in a smaller building. This may also mean you are asked to attend close to your appointment time or wait outside the practice until your appointment time.

Enhanced cleaning

Dental practices have always maintained very high standards of cleaning prior to COVID, but there is now an increased need for more frequent cleaning of more areas. This includes all areas that patients can come into contact with such as waiting room chairs, toilets and door handles. This additional cleaning increases the time that staff need between appointments to keep risk for patients as low as possible.



Spray, droplets and aerosols

A lot of dental care requires the use of instruments that create a lot of spray or aerosols and droplets. This means that the dental team need to wear extra levels of protective equipment and masks which take time to put on and take off. Also, if the dentist uses a drill for example then there is a need to leave a room after the treatment to allow the droplets or spray in the air to pass. This increases the time needed between appointments.

NHS Vs Private Dental Care

Most NHS dental practices provide both NHS and private dental care. This means that the practice may have different arrangements for NHS and private patients, and the amount of NHS treatment they provide will vary. If you are registered with an NHS dental practice then the practice is required to provide care for you in an emergency or if you have an urgent dental problem.

What to do if you have an urgent dental problem

If you are registered with a NHS dental practice then you can expect to be seen for emergency or urgent dental care during normal working hours. You should make contact with your dental practice via telephone. The dental team will triage your call and make arrangements for assessment and treatment as required. They may re-direct you to NHS 24 during the evenings, weekends or public holidays.

If you are not registered with a dental practice and you have an emergency or urgent dental problem then you can call the dental advice line on **01592 226555** for assistance to access care.

Preventing dental problems

It is important to prevent dental problems as much as possible. Simple steps include:

- Brushing your teeth twice daily with fluoride toothpaste.
- Spit the toothpaste out but do not rinse your mouth straight after.
- Keep sugary foods and drinks to a minimum. If you have these try to keep them to meal times.



FACE COVERINGS



AVOID CROWDS



CLEAN HANDS



TWO METRES



SELF-ISOLATE

Follow the **FACTS** to help stop the spread.