Oral Health Service Unscheduled Care Out of Hours Service

**####HIGH PRIORITY####**

Dear Colleague

I am writing to you following up on Professor Angus Walls (Director of Dentistry) communication from last week regarding the Unscheduled Care Out of Hours Service. Unfortunately we have not had enough individuals coming forward to support the Out of Hours Service and this is not sustainable. As a result we need to make alternate arrangements to support Out of Hours care delivered through Chalmers and St John’s Hospitals moving forward.

This notification is split in to two parts – Dentists working in East Lothian, Midlothian & Edinburgh and dentists working in West Lothian.

**For practitioners working in East Lothian, Midlothian & Edinburgh**

We now have to invoke the clause within your contractual obligations, with NHSL, ***for everybody with an NHS Primary Care Contract, ‘to take a turn’, and attend and deliver Out of Hours Emergency sessions at Chalmers.***

This will be done via a rota with sessions allocated at random. I anticipate that each dentist will be scheduled to deliver 2 sessions per year. The Oral Health Service (OHS) Administrative team will develop this rota and share with you in advance.

If you are unable to fulfil the session that you have been allocated, **it will be your responsibility** to arrange for somebody to cover it in your absence, and to notify the OHS administrative team of this change.

I know it may seem daunting to attend a clinic that is not your own, but I want to try and allay those fears by explaining how the clinics are run.

*Clinic sessions*

The weekend Chalmers Daytime sessions have 2 clinical sessions per day, and we will rota you in for 1 session in the first instance. The session times are **9.15am to 12.45pm** and **1.15pm to 4.45pm** respectively, **Saturday and Sunday** at Chalmers.

We Currently have the weekday evening sessions covered , however we may have to call on you for this also if the situation changes . The weekday Chalmers evening sessions have 1 clinical session per day; The session times are **Monday to Friday 5.30pm-9pm** at Chalmers.

During each clinical session there will be 4GDPs who will be supported by our team of experienced dental nurses. They are familiar with our systems and can provide both clinical and IT support. The reception team are also part of the existing service and there will be a senior dentist from the PDS present at all times both to assist with patient care and trouble shoot any issues that arise.

*Public Holidays*

The sessions that you will be allocated, are weekend day-time sessions and public holidays. There are 8 public holidays in the year, four of which are as follows:

In 2021:

* Monday 27th December 2021 - in lieu of 25 December 2021
* Tuesday 28th December 2021 - in lieu of 26 December 2021

In 2022:

* Monday 3rd January 2022 - in lieu of 1 January 2022
* Tuesday 4th January 2022 - in lieu of 2 January 2022

The other four days will be notified to staff on an annual basis.

In 2022 there will be some additional cover required because of the bank holiday weekend to celebrate the Queen’s Platinum Jubilee which will be in early June

*System Access*

Prior to your session with us, you will be emailed with IT / dental software log in details, and a step by step to for our IT system. We use R4 for dental charting/ PSD submissions, which some of you will be familiar with, and have constructed templates to ensure everything is as easy as possible.

A safety huddle will occur prior to the session start (usually led by the Senior Nurse or Senior Dentist) to ensure everybody is happy what they are doing and to answer any questions /sort any issues prior to the session commencing.

*Car Parking*

Car Parking will be available on/near site, and instructions on this will be made available prior to your session. Please allow sufficient time to get parked before the start of your clinical session.

*Formal Starting date*

It is anticipated that we will have this rota up and running by Saturday 27th November and we plan to have it distributed in the coming weeks, to try and give as much notice as possible.

In the time between now and the rota going live, we will still require volunteers to the sessions in the interim:-

Saturday 23rd of October & Sunday 24th of October

Saturday 30th October & Sunday 31st of October

Saturday 6th of November & Sunday 7th of November

Saturday 13th of November & Sunday 14th of November

Saturday 20th November & Sunday 21st of November

I would urge you to volunteer for one of these sessions, as it gets your commitment out of the way quickly, and empowers you to choose the session you do.

If you would be interested in committing to a session before the 27h November 2021, please email our administrative staff on

[pds-ooh-admin@nhslothian.scot.nhs.uk](https://scottish-my.sharepoint.com/personal/james_steven_nhslothian_scot_nhs_uk/Documents/Attachments/pds-ooh-admin@nhslothian.scot.nhs.uk)

*Festive Public Holidays*

Christmas and New Year both fall on a Saturday this year, with the official public holidays being the 27th and 28th December and the 3rd and 4th January. We will require to run an OoH service for **all** 4 days over each weekend and this will be part of this rota where these sessions will be allocated at random. Any volunteers however for these sessions, could be a useful alternative to this random allocation. Again, please email us on the above address if you would be willing to commit to certain dates/ dates/ times.

**For practitioners working in West Lothian**

*Clinic sessions*

Following from Prof Angus Wall’s communication, our administrators are currently working to re-instate the West Lothian ‘Out of Hours’ Emergency rota.

Thank you to those already who have volunteered to work sessions in November & Christmas, prior to getting this rota up and running.

If you are unable to fulfil the session that you have been allocated to, **it will be your responsibility** to arrange for somebody to cover it in your absence, and to notify the OHS administrative team of this change.

The opening hours of this service has not changed and the clinical set-up will be the same.

12.45pm - 4.15pm Saturdays

9.45am – 1.15pm Sundays

You also will have access to experienced nurses working alongside you and the backup of the Senior Nurse and Dentist at Chalmers being contactable to assist with any queries on the day.

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I look forward to working with you all and ensuring you are attending a safe, welcoming and supportive environment, not only for us, but the patients in Lothian that we have all have been caring for.

Best wishes



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Oral Health Services

NHS Lothian

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