#TellUs #FeedbackFriday

We want to hear from you about your experiences, your frustrations & what makes you anxious, what makes you smile about Health & Social care during the Covid 19 pandemic. Please feel free to contact us and let us know:

call us on **01635 886210**
Visit us online at [www.HealthwatchWestBerks.org.uk](http://www.HealthwatchWestBerks.org.uk)
Email us on [contact@HealthwatchWestBerks.org.uk](mailto:contact@HealthwatchWestBerks.org.uk)

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Stakeholder Briefing:

Urgent dental care services across the South East

Background

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. All non-urgent dental activity has stopped in line with the changes to people’s everyday lives that the Prime Minister has signalled.

In light of public health infection control measures and continuing concerns about NHS dental care staff safety, NHS England and NHS Improvement (NHSE) has made significant changes to the delivery and operation of our dental services in the South East region.

Developing the local urgent dental care system

Across every NHS region a Local Urgent Dental Care system has been created to provide care for people with urgent and emergency dental problems.

Urgent Dental Care centres (also known as hubs) have been set up to meet the distinct needs of people with urgent dental care needs during the current pandemic:

1. Those who are possible or confirmed COVID-19 patients - including patients with symptoms, or those living in their household
2. Those who are 'shielded', as being at most significant risk from COVID-19
3. Those who are vulnerable at increased risk from COVID-19
4. Any other patients who do not fit one of the above categories

The urgent dental care hubs allow appropriate separation and treatment of patients in these four categories.

All patients will need referral by a dentist, this may be a dentist they usually see at another local dental practice which should still be providing phone advice. Each patient will then be triaged by an urgent dental care hub depending on a number of factors and their care managed accordingly. Patients will be assessed as to whether they do need urgent treatment which cannot wait. Where patients are at risk or shielded, then they will be seen in appropriate settings. Where possible and safe, patients may be able to manage the dental problem themselves through taking painkillers or prescribed antibiotics to treat any dental infection. Face to face treatment is available when clinically required.

Please click here or the image above to read the full details.
During the Coronavirus Pandemic our Service has been amended to ensure your safety and that of our volunteers.

Our Meals on Wheels Team are trained and ready to support you. If you are a meals on wheels customer, your welfare will be checked by regular welfare phone call. For your safety and the volunteer’s. Your meals will be delivered to your door or safe designated place, but not inside your house.

All of our volunteer drivers are trained and DBS checked (or suitably vetted)
Safety is our highest priority.
Contact
01635 40488 / hello@fairclosecentre.org
www.fairclosecentre.org Charity No 231480

Anyone who thinks they know someone who would benefit from the hot food/ sandwich pack delivery service should get in touch on 01635 40488.
West Berkshire Coronavirus Diaries

(See below an excerpt from a mother of two in the shielded group who works from home and also had COVID-19)

'As week two of lockdown begin, I started displaying symptoms of covid19. I became ill quick and I went downhill fast. The next two weeks went in a blur. I had never felt so ill and the cough was exhausting and relentless. I felt tiredness like I had never experienced before and no amount of sleep was enough. Seven days after I first became ill I received my 12 week shielding letter; the irony was not lost on me. I now knew whatever happened I would be staying home till the beginning of July. "'

Click to read more....

Be sure to check back for daily diaries from the West Berkshire Community. If you are interested in writing a blog for Healthwatch West Berkshire
about your experiences please email us:
contact@healthwatchwestberks.org.uk