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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

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Dear All,

I hope you and your families are safe and well during this difficult time.

As a result of HEIW's weekly collection of activity data I am aware that some of you are not currently involved in any triage rota for either your training practice or for the Health Board. I realise that there will be several different reasons why this might be the case. In order to maximise your educational learning throughout this period, it is important that you gain experience where possible of actively participating in a triage rota in order for you to demonstrate that you can manage and advise patients during the COVID-19 pandemic. It gives you an opportunity to demonstrate that you can engage and interact with patients in a challenging situation.

It is probable that telephone consultation and triage will continue for some considerable time after you have completed your DFT training. If you are not already involved in triage then you must discuss this with your ES and TPD as soon as possible in order for you to benefit from patient interaction through triage and to gain the relevant educational experience. As COVID-19 restrictions relax in the coming months you should endeavour to carry out triage jointly with your ES in the practice when this becomes possible.

HEIW also require all FDs to write a detailed reflection on the impact of the COVID-19 pandemic on you personally, your practice and the patients. You should also consider what the wider impact may be of COVID-19 on dentistry and dental care in the future.

I would also like to thank those of off you who have volunteered to support the NHS during the COVID-19 pandemic.

Kind Regards

Richard Herbert  
**Associate Dean for Dental Foundation Training**