



All Primary Care Dental Teams; and  
Health Boards

10 June 2020

Dear Colleagues,

Further to my previous letters, you will be aware we have begun the process of restoring dental services in Wales. It is incumbent on us to give you timely and clear guidance on what this will mean in practice so you have time to prepare.

I am pleased to issue the All-Wales Standard Operating Procedure (SOP) for dental practices as part of the recovery plan for dentistry in Wales. This SOP for aerosol procedures on non- Covid-19 patients has been developed by the All-Wales Clinical Dental Leads Covid-19 Group.

I would like to take this opportunity to thank Deputy CDO Warren Tolley, Chair of the Group and Ilona Johnson who provided expert advice; both have worked diligently on your behalf. The Group developed the SOP based on evidence and guidance that is currently available and where necessary, sought additional expert opinion.

You will see that the process outlined is similar to other standard operating procedures that have been developed by various organisations and professional groups.

The resumption of dental services needs to be gradual to protect dental practice staff and patients as the Covid-19 virus is still circulating in communities in Wales. Currently, we have planned that a phase of de-escalation will come into effect from 1 July when dentists will be able to offer more treatments in practice and relax the criteria for urgent care.

Dentistry will align with the recovery plans for all other areas of health and primary care, so if there is any easing of lockdown measures announced by the First Minister, this date will be reviewed. Some Health Boards may expand the network of Urgent Dental Centres during this time to include some dental practices with appropriate facilities to meet local needs and circumstances. This SOP will support that local planning and preparation.

The group of people who have experienced problems during lockdown will be offered assessment and care first. Thereafter, a full range of care will be available in all practices, with priority being given to people who need treatment, including those who have had dental care delayed because of the pandemic. In the final phase of recovery we will re-introduce routine check-ups for people with no dental problems and good oral health.

In the coming weeks Health Board dental advisors and officers will be able to answer any specific questions.

May I take this opportunity again to thank you for maintaining access for urgent dental problems during the pandemic and for your continued support during these difficult and challenging times.

Yours sincerely,



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