

To all Dental Providers

NHS England and NHS Improvement  
Commissioning Directorate  
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1 June 2020

Dear Dental Providers

Following my letter to you on 28 May and the subsequent letter from Matt Neligan and Sara Hurley regarding resumption of dental services, I wanted to write to you to outline next steps.

There is no expectation on providers to implement an immediate return to routine or to an activity-based contract.

We will support you as we transition back to routine care and we believe that a phased approach would be the most appropriate way forward, retaining the urgent dental care system in the short-term, to provide care for patients who are COVID positive and their family members and also for aerosol generating procedures (AGP).

We have already shared with you a presentation to assist you in reopening your practice as well as a “checklist for preparation for re-opening NHS dental services.” This letter also contains a [‘statement of preparedness’](#), which we would like you to complete as soon as is practicable. Please follow the link in the previous sentence. There is also further guidance available from the Faculty of General Dental Practice.

To come is guidance for the risk assessment of your workforce and also a standard operating procedure. We can work with you to help you complete these. We will also be sending you a communications pack – including a draft template letter / email for your patients; a draft answerphone message; draft template website copy and some social media messages that we hope you may like to make use of.



We will support you in all your plans and as you work through the challenges that need to be overcome prior to a return to routine dental activity, particularly in the areas of workforce and PPE.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Trish Thompson', with a long horizontal stroke extending to the left.

Trish Thompson

On behalf of the Dental coordination group  
NHS England & NHS Improvement - Midlands