



NHS England and NHS Improvement
Skipton House
80 London Road
London
SE1 6LH

26th April 2020

Dear Colleague,

During this unprecedented challenge to the NHS, NHS England and Improvement has asked dentists to come forward, with the agreement of their practice, to support NHS111. Our heartfelt thanks for coming forward and offering your assistance.

For the dental workforce who are able to help, the request is to use currently available capacity to manage calls for dental advice coming into the core NHS111 service, by working from home as a remote resource. This will support many patients to care for themselves at home, helping to relieve the burden on other NHS services, as well managing variability in demand as the pandemic unfolds. Where a dentist is able to support this request, we ask for a minimum commitment of 2 sessions per week (16 hours) over the month of May initially (subject of course to changes in local needs).

We would be very grateful if you could complete the Honorary Agreement (which will be sent shortly and which needs a signature both from you and from your practice), and the onboarding process including the training needed to work in the NHS111 service (which is set out in the attached onboarding booklet) as soon as possible.

We would like to take this opportunity to thank you for all the work you are currently doing to support the NHS and your patients during this very challenging time. We would also like to thank you in anticipation of your support to this unique request.

Yours faithfully

Sara Hurley

Chief Dental Officer England

NHS England and NHS Improvement

