

BASCD 2022 ABSTRACT 06

Evaluation of Remote Oral Health Consultations provided during the Covid-19 Pandemic

Elyoussfi, S., Joseph, J., Li, J., Irving, M., Evans, P., Pearson, N.
Kent Community Health Foundation Trust, UK*

Background:

During the Covid-19 pandemic, face-to-face dental appointments were limited. Kent Community Dental Services (North East London) established Remote Oral Health Consultations [ROHCs] to ensure that our patients continued to be supported in maintaining good oral health. Patients/parents/carers were offered a ROHC on referral or at face-to-face appointments. Dental staff provided patient-centred and tailored oral health promotion advice and targets following Delivering Better Oral Health guidance, by telephone or virtual video. Targets, such as brushing twice daily, were reviewed two weeks later. Participants were also contacted by telephone for their feedback about the service.

Objectives:

The objectives were to assess the effectiveness of tailored oral health targets based on DBOH guidance and to evaluate acceptability of ROHCs by participants.

Methods:

Retrospective data from January to September 2021 was collected from patient records. Service feedback from participants was analysed. Outcomes assessed were oral health targets set and achieved, and participant service feedback.

Results:

597 ROHCs were conducted, of which 50% (n=299) had a second oral health target review consultation. At the second consultation, 91% (n=272) reported an attempt at oral health behaviour change. 55% (n=326) participants were contacted for service feedback, of which 98% (n=320) expressed that their telephone/virtual consultation was very good or good.

Conclusion:

Most patients reported that they had attempted to meet their oral health targets and felt their experience of ROHCs was positive. This service evaluation suggests that ROHCs can instigate oral health behaviour changes by providing a virtual service with tailored oral health advice and targets.

Correspondence to:

Sohaila Elyoussfi

Email: sohaila.elyoussfi3@nhs.net

https://doi.org/10.1922/CDH_BASCD22_Abstract06