

Appendix 3. Exemplary tweets containing views expressed by the public.

Meta-theme: Oral Health Impact

I just had to brush my wife's teeth. This #COVID19 virus is brutal. All the teachers are getting it. This may involve another 111 call tonight if it worsens.

11:51 PM · Mar 28, 2020 · Twitter for iPhone

Nothing has been said about cleaning your teeth & gums as thoroughly as you're washing your hands. It won't have a direct effect on covid-19 but it will improve the odds of not having to go to the dentist and ending up in a small waiting room where distancing might be difficult.

3:54 PM · Mar 29, 2020 · Twitter Web App

Brush your teeth for fighting against Corona virus!!



Brushing your teeth can prevent Corona virus infection: 6 thin...
Brushing your tooth can Prevent Corona virus infection!! 6 things to do for preventing corona virus. •Wash your hands ...
@youtube.com

3:02 PM · Apr 8, 2020 · Twitter for iPhone

Perhaps I can put this out there. Did anyone else have very cold sensitive gums whilst cleaning their teeth? I only had this during #Covid_19 it has now disappeared! Another bit of weirdness!

8:50 AM · May 19, 2020 · Twitter for iPad

Figure S1. Exemplary tweets in theme 'Oral health and self-care'.

Anyone got any idea how to get rid of toothache (as I can't get into the dentist because of #Covid_19)

8:05 PM · Mar 20, 2020 from Derby, England · Twitter for iPhone

Those who know me will wonder why I'm up early on a Sunday (or any day 😞). Third day in severe pain thanks to tooth abscess, (no emergency dental procedures - coronavirus restrictions) 😞. Hoping to get antibiotics later, but struggling to stay stoical 😞 - Sympathy appreciated!

7:42 AM · Mar 29, 2020 · Twitter Web App

Message from my dentist (surgery currently closed due to #covid19).

If you have a crown and it comes loose, ideally keep it in place. If you don't (and keep the crown "safe"), the likelihood is you will need a new crown when you can see the dentist again.

12:48 PM · Mar 28, 2020 · Twitter Web App

I was half way through root canal on one tooth (that had only just been discovered) and have a temporary crown on another when this happened- they're only doing extractions apparently. I'm on painkillers 🙄

11:54 AM · Apr 10, 2020 · Twitter for iPhone

Figure S2. Exemplary tweets in theme 'Types of dental problems'

Don't tell #BillGates!!

Mouthwash has the potential to protect against #COVID19 infection by killing the coronavirus before it can infect human cells, according to a new report.



Mouthwash could prevent COVID-19 transmission, scientists say
Mouthwash has potential to kill the coronavirus and prevent COVID-19 infection, according to a new report from virologists, lipid specialists an...
@dailymail.co.uk

50

247

352



Replying to @dailymail

Mouthwash can also disrupt natural bacterial flora that keeps some fungi and pathogens away. At least that's the presumption. I know people who would have issues after using mouthwash few days in a row.

1:24 PM · May 14, 2020 · Twitter for Android

Genuinely can't wait for dentists to reopen again. Having tooth pain for nearly two months now really makes me struggle.. 😞😞 #UKlockdown #Dentist

6:41 PM · May 14, 2020 · Twitter for iPhone

On the left side, I've broken a tooth so it's almost flat & level with the gum. On the right, the site of a previous extraction is shooting pain up to my cheek and eye. Grrrrr!

1:22 PM · Apr 8, 2020 · Twitter for Android

Can't tell if my wisdom tooth is coming down more (it's half out/half hooked behind the last molar), and/or if I have a cavity in the molar, or a sinus infection: upper right jaw has been hurting for days, teeth feel v pressurey, headache behind my right eye, right nostril stuffy

1



Lower right wisdom tooth is also making another painful bid for freedom, but I don't think it's infected (I always carry a spare course of antibiotics because it flares up so much, but haven't taken them yet). Any advice hugely appreciated!

Needs to be kept very clean, swilling with warmed brandy is good and a nip of brandy would help her sleep. Ambesol is very good. If you think there could be an abscess forming Corsodol mouthwash works for me. Get well soon 🙏

12:28 PM · Apr 10, 2020 · Twitter for iPad

That's a terrible underrated pain. I used cloves, bonjella, rolling into my head and drunkenness. But yes as others have suggested pharmacy can help and cocodemol

1:10 PM · Apr 10, 2020 · Twitter for Android

Ahhh same here, my crown has a cracknin it, open nerve in agony. Can't get seen, got antibiotics to stop any infection but in agony. 😞😞😞 not very well prepared for a pandemic are we.

10:39 AM · Apr 10, 2020 · Twitter for Android

Chemist should have to emergency denture repair kits. Clean the area and apply. The pain is normally caused by the exposed root so the denture repair kit may atleast offer some relief along side over the counter painkillers - Cocodamol mainly.

10:17 AM · Apr 10, 2020 · Twitter for Android

Figure S3. Exemplary tweets in theme 'Managing symptoms at home'.

I has an abscess in my tooth but unable to get dental treatment at the moment, this could have lead to sepsis which is life threatening. I have had a sore throat for 5 days which has been eased by paracetamol but it could be the cause of COVID-19, Tonsillitis, Strep throat or

3:36 PM · Apr 10, 2020 from Glasgow, Scotland · Twitter Web Client

Not a single dentist open due to covid. I am shit scared of getting addicted to pain killers. I am drugged up to my eyeballs. All I've been doing is sleeping 😞😞😞

10:41 AM · May 13, 2020 · Twitter for iPhone

I have had dental abscess x 2 treated with antibiotics since Covid the tooth needs to be pulled ! How can I keep on antibiotics? I will end up with C-diff

12:14 PM · May 15, 2020 · Twitter for iPhone

Same with the dental situation...thousands now living in pain #openthedentists arguing daily about how they can open 9 weeks on while people's issues degenerate & mental health deteriorates. Deaths will rise from non-covid related illnesses for sure as nothing else now exists!!

9:34 AM · May 14, 2020 · Twitter for Android

Figure S4. Exemplary tweets in theme 'Views on consequences of delaying treatment'.

trust me to be in constant pain during covid with toothache 😞 popping pills quicker than a junkie this week 😞😞

11:14 AM · May 14, 2020 · Twitter for iPhone

Due to covid situation I Haven't had my braces tightened for about 2 months so the wire was pushing out the side and coming out the brackets but managed to push it back in. So That's me a Time served dentist now 🙏

4:10 PM · May 14, 2020 · Twitter for iPhone

Ok.. fillings dropped out 2 days ago local dentist shut thx 2 #Covid19UK Chemists run out of emergency repair kits - it's getting painful - before taking things into own hands - any ideas? @TheBDA

@kingsdentistry

7:09 PM · May 14, 2020 · Twitter for iPhone

reaching new #lockdown2020 lows - this evening i took an emery board to my tooth because it is so sharp it's sliced my tongue, because i cant access a dentist. #coronavirus #Covid19UK #shielding #quarantine #lockdowndentistry

8:35 PM · May 18, 2020 · Twitter Web App

Thanks for sending, might have to consider going private 🙏 — from what I can tell, the NHS emergency triage can either send you on your way with painkillers/antibiotics (which I already have), or pull the tooth, but there's not much they can do in between..

2:18 PM · May 16, 2020 · Twitter for iPhone

Replying to @SkyNews @MattHancock and @DesmondSwayne

You would be prosecuted for leaving an animal in pain the way you are the public. Only option is still extractions 🙏 it's barbaric!! Get a move on and open our dentists, they are as important as Doctors!! #openthedentists #dentalcrisis

6:05 PM · May 18, 2020 · Twitter for iPhone

Replying to @Dre4dful @SkyNews and @MattHancock

I'm only 21 years old and am now looking at the possibility of permanently losing my front tooth. UDCs are not providing dental care, they are providing extractions. Dental care would be getting people out of pain and saving teeth, not pulling them out. Stop lying.

7:25 PM · May 18, 2020 · Twitter for Android

Meta-theme: Dental Service or Care Provision

@NHSEngland I have been living with toothache for 3 weeks and my #dentist refused to see, Living on #Ibuprofen #vulnerable category patients, when will you supply PPE to dentists? open clinics? #LONDON @SkyNews @guardiannews @standardnews #COVID19 #coronavirus

8:02 AM · Apr 9, 2020 · Twitter for Android

My dentist said he was told he could not open, plus he did not have masks and PPE, could you pass it up the line and get clarification out in the press and media as I expect many like myself are suffering and getting grumpier by the day!

2:15 PM · May 11, 2020 · Twitter Web App

People moaning about no football or other sports amazes me. I want to know when we're going to get services back like dentists and routine surgery. While we all understand what COVID is doing, weeks of taking painkillers for a bad tooth or waiting for an urgent back op is agony

10:39 PM · May 12, 2020 · Twitter for iPhone

Figure S6. Exemplary tweets in theme 'Views on managing dental care response'.

DENTISTRY STILL IN LOCKDOWN. Shameful delays stop Dental practices re-opening. Confirmed again today @gdruk.com/news/latest-ne... PPE supply delays have already been admitted by Jo Churchill MP. Dire daily agony & infection for traumatised patients in agony continues. @MattHancock

10:10 AM · May 14, 2020 · Twitter Web App

On the flipside, you and your dad get to rest assured that you didn't get coronavirus of your dentist and die.

5:35 PM · May 14, 2020 · Twitter for iPhone

Is it safe? No. No, it isn't.

Probably the most frightening article I've read during the lockdown. #Covid19

Dentists say lockdown measures are causing 'unnecessary suffering' Guardian hears of patients in agony as lack of PPE and high demand cause delays at urgent care hubs in England
theguardian.com

12:23 PM · May 15, 2020 · Twitter for Android

My kingdom for a dentist

1:45 PM · May 16, 2020 · Twitter for iPhone

Any dentist out there because my daughter has a appointment this week and I've tried looking on the website and can't find any advise on #coronavirus and I can't get through on the phone 🙏

5:19 PM · Mar 23, 2020 · Twitter Web App

I am in DESPERATE need of a dentist and they are all closed due to COVID-19, and none in hospitals. What can I do?!

[Image]

2:41 AM · Mar 29, 2020 · Twitter for iPhone

Was meant to have my tooth out before the corona virus started I stupidly cancelled my appointment and now I'm in pain any ideas #huddersfield #dentists @NHSDental

5:00 PM · Apr 10, 2020 · Twitter for iPad

1 Like

 NHS Dental Services @NHSDental · Apr 11
Replying to [redacted]
I am sorry to read you are in pain. Please contact the NHS 111 service for details of the emergency Dentist in your area. Their website is available or call using the 111 number.

My mum has a problem tooth that keeps causing her face to significantly swell and is obviously very painful. Was due to have it out but then COVID struck. Her dentist keeps remotely prescribing abx as they have no PPE. Surely there is somewhere open with PPE!?

9:29 AM · May 11, 2020 · Twitter for Android

Replying to [redacted]

Poor you Eve. I've sought advice from my dentist friend who said: "Tell her to rinse with warm salt water and if pain terrible to call 111 who will refer her to Urgent Dental Care. Her own dentist should be able to give her advice over the phone but won't be allowed to see her."

11:02 PM · May 17, 2020 · Twitter for iPhone

In Cambridge it looks as if @ccs_nhst are in charge of the new urgent dental care system, their webpage still says the system is "being created" but there are indications elements are up and running. Webpage suggests no weekend/out of hours coverage.

 Coronavirus - Dental HealthCare
Last updated: 5 June 2020 Appointments update We have only been seeing urgent cases and have been offering support and...
dentalhealthcareee.nhs.uk

2:12 PM · May 16, 2020 · Twitter for iPhone

Figure S7. Exemplary tweets in theme 'Experiences with access to dental care' – sub-theme: Uncertainties about access to dental services.

Whenever there is a crisis my teeth go into meltdown. Covid19 crisis is no exception, have horrendous pain due to an abscess & had to have emergency consult with my dentist. Thankfully now on antibiotics & v. strong painkillers, big sighs!!

12:40 PM · Mar 30, 2020 · Twitter for Android

Stressful few days & sleepless nights for my daughter's boyfriend, in excruciating pain & needing urgent dental surgery.

Local dentists unable to help due to NO PPE. Most were cancelling procedures.

Finally sorted today by specialist NHS hospital. 🙏👏

7:54 PM · Mar 25, 2020 · Twitter for iPad

So I've just found out that I can't see a dentist face to face even though I have a severe dental emergency. So COVID what now 🙄🙄🙄🙄🙄.

10:55 PM · Apr 12, 2020 · Twitter for iPhone

Brilliant service today from my #dentist. I have a big sore gross face, call them, dentist calls me right back looks at my last charts (fortunately had a check up before #coronavirus) & diagnosed me. Script at reception, I call when I arrive, passes out door. #SocialDistancing

1:23 PM · Apr 8, 2020 from Edenderry, Northern Ireland · Twitter for Android

Meg, a kind and brave dental nurse from East Surrey hospital visited my son at Young Epilepsy yesterday. Has a temperature, off food and dribbling. Suspected wisdom teeth issues but waiting since Sunday for Covid test. So hope she is ok and so grateful for visit.

Really helpful tool here from @ONS that tells you whether your occupation makes you more or less at risk of being infected with #Covid19. The spectrum goes from artists (least at risk) to dental nurses (most vulnerable). Depending on day of week for me, I am fairly insulated...
[Show this thread](#)

9:12 PM · May 13, 2020 · Twitter for iPhone

Figure S8. Exemplary tweets in theme 'Experiences with access to dental care' – sub-theme: Accounts of dental care access.

#RENTRELIEF This would mean so much to me and I really could do with a blessing as I have bad toothache and because of covid they won't see me until I have been on 2 lots of antibiotics and then if they decide to take it out, I will have to travel over 30 miles (don't drive)

7:41 PM · May 13, 2020 · Twitter for Android

Replying to [redacted] May 13
So that is money I don't have, plus all my bills I am behind on. I would appreciate any help £buzzhunta

My neighbour works in a covid hot clinic, she has a tooth infection which is giving her problems but she can't see a dentist because she can't get a test.

8:20 PM · May 13, 2020 · Twitter for Android

@tarahadfieldx - consider this. There is a Street in Cheshire, 1/2 in Wales, 1/2 in Eng. Residents from Wales advised to Stay at Home - but their dentist will be open. Residents in Eng told to stay alert but can leave home - but their dentist can't see them. Pathetic and wrong

11:22 PM · May 15, 2020 from Windermere, England · Twitter for iPhone

Managed to speak to dentist trying another Antibiotic and re pain management been told to speak to pharmacist again. It's so frustrating everything we try and do for our kids they always appear to be at the back of the queue !!!!

Rant over 😡 #autism #toothache #covid fallout .

12:29 PM · May 16, 2020 from Hillingdon, London · Twitter for Android

Replying to @SkyNews and @MattHancock May 18
I've currently got half a front tooth after breaking off my filling. A tooth that is in serious threat of dying, causing abscesses and decay which would mean I would lose it. But I can't get an appointment at a UDC as half a front tooth is somehow not considered an 'emergency'

Figure S9. Exemplary tweets in theme 'Experiences with access to dental care' – sub-theme: Sense of inequity and unfairness.