

Community Dental Services

Referral Brochure for the Periodontal, Endodontic and Restorative Services

The importance of maintaining teeth and oral health and its impact on quality of life for patients cannot be underestimated. The demand to access 'Specialist Services' continues to rise. This rise is generated by a number of factors which include the complexity of diseases as a result of people living longer and retaining their teeth longer, the dental practitioners competence at dealing with these and also the external factors that are triggered by the changing GDS contracts and associated remuneration.

This brochure provides an overview of the remit of the services that are provided by Community Dental Services to help address the Restorative, Endodontic and Periodontal demands in the area. The referral criteria is set out to help us manage referrals in line with the agreed contracted activity. The criteria help ensure the appropriateness of the referral and that resources are being used most effectively within commissioned activity. The type of referral case mix being referred and seen has been ascertained by audits that have been undertaken on an ongoing basis. All health care specialist providers work on a shared care basis with the general dental practitioners, such that dental practitioners continue to remain the gatekeepers of entry into specialist service provision.

The referral criteria and acceptance criteria into the service will be monitored and modified as deemed appropriate based on audit trails and feedback from users of the service.

Service Lead:

**Community Dental Services:
Mr Michael Cranfield Clinical Director**

Our Specialist Services:

Specialist Services are offered for:

- **Periodontology** – Advisory and treatment

This is normally delivered from The Dental Care Centre, Bedford Health Village, Kimbolton Road, Bedford, MK40 2NT but with some care provided at Liverpool Road Health Centre, Mersey Place, Luton LU1 1HH . The Service is Consultant led but is delivered by Specialists.

- **Endodontics** – Advisory and treatment

This is delivered from The Dental Care Centre, Bedford Health Village, Kimbolton Road, Bedford, MK40 2NT and is Consultant led but is delivered by, Specialists in Training who are at the end of their training programme and dentists with enhanced endodontic skills.

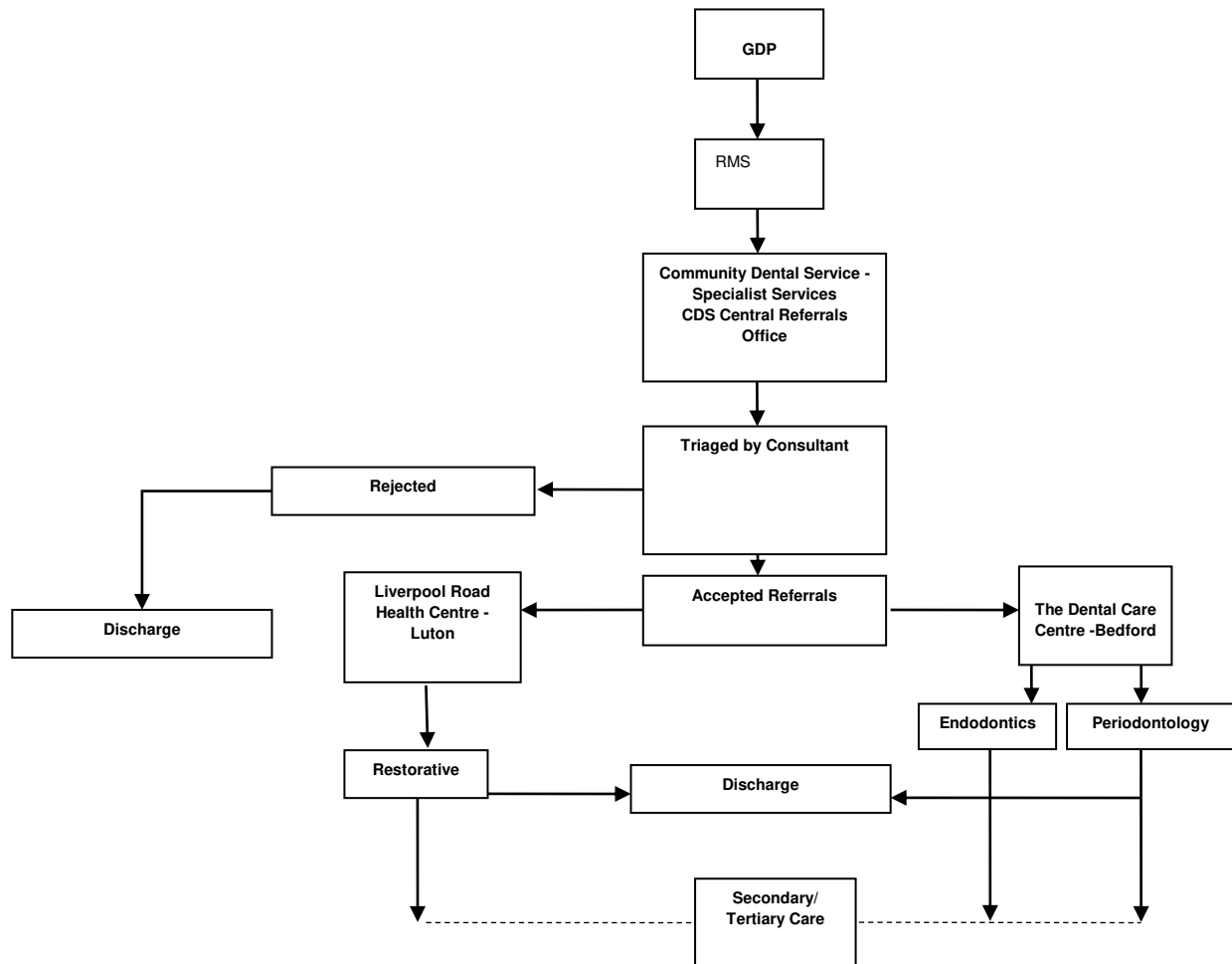
- **Restorative** – Advisory with only very limited treatment

This is delivered from the Liverpool Road Health Centre, Mersey Place, Luton LU1 1HH and is Consultant led and Consultant delivered. The service runs on weekly basis on Thursdays.

Referrals should be made using the Referral Management System (RMS). We only accept referrals from referring dentists via RMS. If you do not have access to RMS please contact them on 0845 8620 841 to sign up or visit www.dental-referrals.org for further information. Once the referral has been received it is processed by the administrative team and assessed by a Consultant and triaged. The Consultant will allocate the referral to the appropriate service if accepted, otherwise we will write to you outlining why the referral does not meet our criteria.

Please note that all sections of the referral form should be complete. Any incomplete sections will result in an automatic rejection.

The diagram below shows the referral journey for patients who are referred to the service.



Our Objectives:

- To provide a service for patients who need specialist intervention by bringing care closer to home.
- To build a relationship with the referring practitioners to help improve the quality of care for patients in the locality.
- To initiate awareness and raise the educational and competence standards of referring dentists.

Our Limitations:

- The current demand on the service far outweighs the commissioned activity. This makes it difficult for us to see all patients currently being referred into the service. The acceptance criteria

are rigorously applied to all referrals. We work with the NHS England to review the criteria and the commissioned capacity of the service.

Our Quality Standards:

We will ensure:

- All referrers will be sent a clinical report of patients seen for consultation.
- For patients who are treated within the service, a progress report will be sent to the referring dentist to ensure that they remain an integral part of the patient's management.
- For patients who have completed treatment a discharge summary will be sent with details of the treatment the patient has completed and what the dentist will have to do to ensure the treatment outcome is maintained.

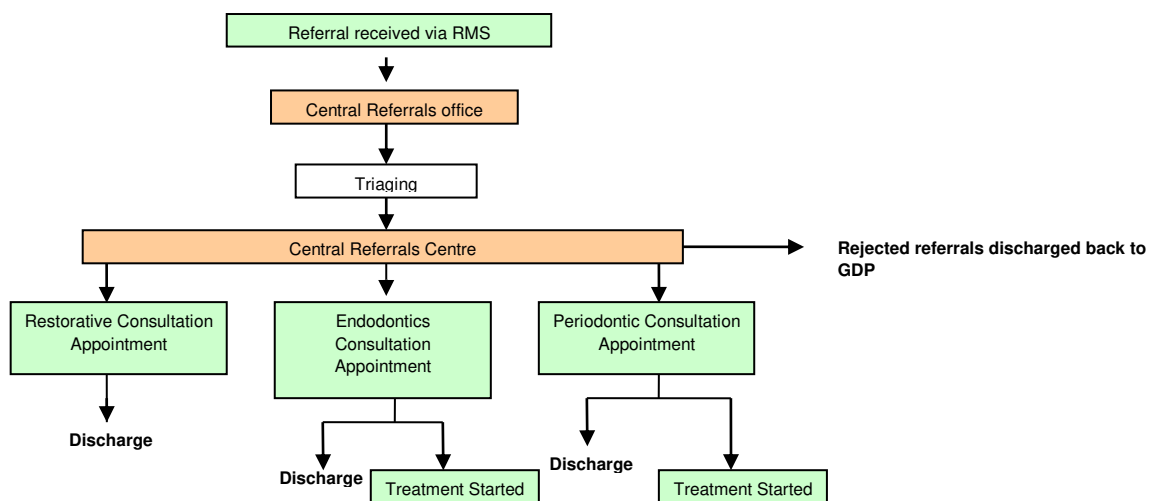
We pledge to work with our referrers within the constraints of our contractual agreement. We will also build a close working relationship with the NHS England/Commissioners to ensure that patient care is delivered to a high quality standard.

Training/Education

We will work with NHS England/Commissioners to ensure that there are adequate training opportunities to support referring General Dental Practitioners.

Patient Journey:

Patients who receive treatment within the specialist care provision will be treated on the understanding that the dentist continues to maintain the patients' routine dental care. The patient journey will be mapped along the pathway shown below and any variance against the pathway will be monitored:



Patients who fail to keep their appointments will be discharged back to the referring dentist and will not be offered another appointment. Patients who repeatedly cancel their appointment or make two late cancellations (less than 24 hours notice) will also be discharged back to the referring dentist.

How to make a Referral:

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Consultant will allocate the referral to the appropriate service if accepted, otherwise we will write to you outlining why the referral does not meet our criteria.

Please note that all sections of the referral form should be complete. Any incomplete sections will result in an automatic rejection.

The referral may be refused if:

- The mandatory information required is not provided.
- Primary disease has not been treated unless there is a clear explanation in the letter of why it has not been treated (e.g. active caries, failing restorations, poor oral hygiene).
- It is made on financial grounds i.e. patient states cannot afford charges.
- Failure to provide information or data if requested on the proforma (e.g. good quality and timely radiographs).
- Sedation is required/requested.
- The referral criteria are not met as established by the Service Providers.

Referrals not accepted will be returned via RMS to the referring dentist after triage.

Service Specific Information:

Periodontology Service

Advisory and Treatment Service. The following types of patients will be considered:

Referrals will only be considered if:

- The patients have been provided with adequate oral hygiene instructions, including the effective use of interdental brushes, and demonstrate good compliance. The plaque scores should be <20%.
- The patient has received at least two courses of therapy with non-surgical debridement using local anaesthetic in pockets >4mm (as necessary), reassessed and treatment evaluated 6-8 weeks after the last debridement visit prior to making the referral. Details of the baseline charting, and at least 2 reassessments will be included in the referral
- Sedation is NOT required.

In addition, the following conditions may be considered appropriate for periodontal referrals:

- Medical conditions or drugs interactions affecting the periodontium.
- Acute problems *e.g.* desquamative gingivitis, necrotising gingivitis.
- Aggressive forms of periodontal diseases (pockets in young patients).
- Non responding patients with pockets >5.5mm.
- Mucogingival problems, including recession and ridge enhancement.
- Patients requiring intra oral / minor grafting procedures in preparation for implant treatment.

Endodontic Service

Advisory and Treatment Service. The following types of patients will be considered:

Referrals will only be considered if:

- A thorough pain history must be provided
- A good diagnostic quality radiograph is included with the referral proforma.
- The restorative prognosis of the tooth in question must have been assessed and deemed restorable by the referring dentist prior to referral. The tooth should have a well-fitting temporary crown or an orthodontic band.
- Sedation is NOT required.

The following conditions may be considered appropriate for endodontic referrals:

- Primary treatment of teeth with anatomical complexities: Single/multiple root canals with curvature > 40°
- Conventional re-treatment of failed root canal treatment (including retrieval of gutta-percha, resin, metallic root fillings), where an attempt has been made to treat by the referrer and evidence of their treatment in the form of radiographs and techniques used have been described. (Routine re-treatments will not be considered)
- Teeth with iatrogenic damage or pathological resorption
- Removal of fractured instruments and intra-radicular posts.
- Root perforations (clinical photographs or radiographs to be attached).
- Traumatic dento-alveolar injuries in adults – we do not provide emergency services for this
- Tooth Resorption.
- Surgical treatment of failed root canal treatment in the presence of adequate conventional obturation.
- Open apices
- Teeth of strategic value and meet the above criteria

Restorative Service

Advisory Service. The following conditions may be considered appropriate for restorative referrals:

- Congenital abnormalities of the dental tissues e.g. clefts.
- Acquired orofacial defects e.g. RTA, cancer surgery.
- Oncology patients – intra-oral cancer resections, obturators and post-radiotherapy management.
- Advanced tooth surface loss.
- Occlusal disorders.
- Complex prosthetic problems.
- Patients with multidisciplinary problems e.g. Hypodontia.
- Severe trauma involving the dento-alveolar complex.
- Multidisciplinary care interfacing across other dental disciplines.
- Advisory service for dental implants on non-smokers.

Please note:

The above criteria will be reviewed on a 3 monthly basis, to ensure that they are appropriate, in order to target the commissioned activity to help those patients in greatest need of specialist advice and care.

For up to date acceptance criteria and downloadable proforma please visit our website:

www.communitydentalservices.co.uk