

Community Dental Services Referral Criteria

Adults and Children with Additional Needs

Many children and adults with additional needs are normally treated within the General Dental Service. However, because of a patient's particular needs, a GDP may not have the specialist skills or equipment and facilities to provide the high quality care appropriate to the needs of the patient and they may wish to make a referral to Community Dental Service (CDS).

CDS provides a comprehensive range of special care and paediatric (<16 years) dentistry to patients with moderate to severe additional needs in clinics within Bedfordshire. Our aim is to enable patients to accept dental care with minimum specialist intervention, using a behaviour management pathway.

The service provides care that is complementary to the GDS and hospital services and hence they will not provide dental care on referral that duplicates services provided in these settings.

CDS has limited resources and manpower and in order to make the most of these, we need to make the referral and acceptance process as smooth as possible to reduce the numbers of incomplete and inappropriate referrals. Referrals are triaged against the acceptance and discharge criteria set by our NHS commissioners.

Please note that any referral made for additional services, which includes Domiciliary and Sedation services, an additional NHS fee will be applicable for fee paying patients. This applies to patients that may have paid their General Dental Practitioner for assessment and/or treatment received by them.

How and where to refer

1. The referral criteria and proforma are designed to ensure appropriate referrals so resources are being used most effectively within commissioned activity. We only accept referrals via the Referral Management System (RMS). If you do not have access to this, please call 0845 862 0841 or email them on d.referrals@nhs.net

If you are non-dental healthcare professional or are referring from any other organisation, please download the '*Referral Form for Additional Needs*' form available on our website <https://communitydentalservices.co.uk/information/referrals/bedfordshire-and-luton/>

Please ensure all sections of the form are fully completed to enable us to process the details. Completed forms should be sent to us using a secure encrypted NHS.net email to cds.referrals@nhs.net

Once completed referrals forms have been received the 18 week pathway will commence. The central referrals department will triage the referral and if incomplete the referral form will be returned to the GDP which may cause delays to the patient.

2. Once a completed referral form is received it is sent to our clinical triage team who will determine based on CDS criteria the appropriateness of the referral, assess and prioritise.

3. If deemed not appropriate the referral letter will be sent back to the referring GDP with an explanation as to why. If accepted the 18 week pathway will begin using the date the referral was received by the service.
4. If the referral form is accepted, CDS will contact the patient via letter asking them to accept a place on the waiting list. Following the patient response a team member will arrange an initial assessment appointment. If the service has not been successful in making contact with the patient within three weeks, the referral will be closed, the clock stopped and the patient returned to the referrer.

Who can refer

We will accept referrals from : -

- Dental Practitioners
- General Medical Practitioners
- Any other Health or Social Care Professional
- Voluntary organisations and community groups
- Education/special schools
- Families, carers, self referral (will be triaged for appropriateness against our criteria)

Patient Journey

1. The first appointment is for assessment only and can usually be undertaken at a clinic local to the patient's home. Some specialist services, however, are only provided in certain clinics or Domiciliary Services at a patient's home.
2. Whilst a patient is awaiting an appointment for consultation following referral, emergency and routine treatment remain the responsibility of the referring clinician.
3. Patients accepted by CDS will be assessed during a consultation and should their treatment needs be deemed manageable within General Dental Practice they will be returned with appropriate advice and / or a treatment plan.
4. If patients are accepted for treatment, it is on the understanding (of the patient, parent and the referring dentist) that a single item of treatment or a complete course of treatment will be undertaken and then the patient will be discharged back to their referring GDP for review and continuing care.
5. For some patients, at the discretion of CDS, it may be appropriate for continuing care to be provided within CDS because of the patient's additional needs.
5. It is recognised that patients' needs do change with time and the appropriateness of their care within CDS will be reviewed. Patients may be discharged after receiving care from CDS for a period of time if their on going dental needs can be provided by a GDP.
6. A shared care model may also be adopted whereby routine examination, oral health assessment and preventative care is provided by a GDP whilst clinical interventions are provided by CDS.

Patients that fail to attend

Patients who fail to attend their initial assessment appointment will not normally be offered a further appointment. The referrer will be informed that they have not attended and be asked to re-refer them if they still require treatment. Subsequent to the initial assessment patients will be discharged following either two ‘DNAs’ or two short notice cancellations. Such patients will not be offered further appointments without re-referral and reassessment against the acceptance criteria. Safeguarding concerns with will managed in accordance with CDS policies.

CDS will provide appropriate and timely reminders to the patients and/or their career of their appointment. As necessary, CDS will re-book an appointment taking account of any medical or social circumstances.

Criteria for acceptance following triage or clinical assessment

Referral acceptance criteria	Referral rejection criteria
<p>Acceptance criteria for patients with additional needs include:-</p> <ul style="list-style-type: none"> • People with moderate or severe learning disabilities i.e Autistic spectrum • People with a moderate or severe physical or sensory difficulties i.e neurological conditions • People with a moderate or severe medical disability i.e. severe bleeding disorders (not anticoagulants e.g warfarin), life limiting conditions, severely immunocompromised or immunosuppressed • People with moderate or severe dementia • Adults with mental health problems who cannot be treated in primary care • In-patients and patients staying in secure units due to their mental status • People with a group of sensory, medical, physical, emotional, mental, intellectual, social disabilities that in combination make them 	<p>CDS is able to refuse treatment or refer back, for the following reasons:-</p> <ul style="list-style-type: none"> • Out of area referrals. CDS will only accept patients registered with Bedfordshire GMP. • Inappropriate referrals including incomplete, illegible or insufficient information referral forms i.e ‘see and treat’ • Patients whose needs could be met by a General Dental Practitioner (GDP) • Patients that the GDP has not described any attempt to carryout acclimatisation / stabilisation or treatment where appropriate • Patients requiring minor oral surgery/surgical extractions/difficult extractions with or without sedation, whose clinical needs would be more appropriate served by referral to local Minor Oral Surgery Services (children aged ≥12yrs) or Hospital Oral and Maxillo-facial departments. • Referral for ‘Elderly patients’ where no clinical

<p>unable to access general dental services</p> <ul style="list-style-type: none"> • Adults with a significant dental phobia, with an additional need (as above) requiring the special care services • Child protection issues or looked after children – if unable to access GDP • Children (<16 years) with significant behavioural problems, beyond the skill set of general dental practice care (not the complexity of the treatment), where acclimatisation and treatment has been attempted and proved unsuccessful. Asymptomatic carious deciduous teeth can often be stabilised using simple measures, e.g. acclimatisation over several visits, fluoride varnish applications, superficial caries excavation and GIC dressings and is a measure that should be attempted prior to referral, as it can avoid the need for more involved intervention i.e risk of GA. • Those who have undergone head and neck radiotherapy • Dental anomalies that effect the structure and development of the dentition • Domiciliary services for those who are housebound with additional needs • People that require bariatric specialist services 	<p>or medical information is provided to justify a referral</p> <ul style="list-style-type: none"> • Orthodontic extractions – it is normally expected that these would be carried out under LA in General Practice & only referred to CDS in exceptional circumstances, where such treatment would not be feasible or appropriate. Referrals must include an orthodontic treatment plan and up-to-date radiographs. Furthermore, orthodontic extractions are not routinely provided under GA for asymptomatic premolar extractions. • Adults with blood borne viruses such as Hepatitis B and C and HIV can be treated in general practice with universal precautions and will not be accepted for treatment by the CDS unless they fit other referral criteria. • We are not able to accept referrals for dentally anxious patients who do not have a special care need in line with the services acceptance criteria. It would be advised to refer these patients to practices currently established to treat patients under sedation for anxiety management. For patients that are accepted, premolar/molar endodontics, crown/bridge work will not be provided unless under exceptional circumstances • We do not accept adult referrals with problematic / strong gag reflex • Referrals will be rejected where a patient / carer has requested a referral to CDS where the treatment required does not fit the acceptance criteria.
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