

27<sup>th</sup> March 2017

To: All London GPs, London CCGs, LDC

**RE: SPECIAL CARE DENTAL REFERRALS – NEW PAN LONDON REFERRAL TEMPLATE EFFECTIVE FROM 3<sup>RD</sup> APRIL 2017**

Following the London wide Community Dental Services' (CDS) procurement during the summer of 2016 and subsequent award of contracts to new providers, which will come into effect on Monday 3<sup>rd</sup> April 2017, there has been a review of the Referral criteria for both CDS and Acute care (consultant led / hospital-based) Special Care Dental Services.

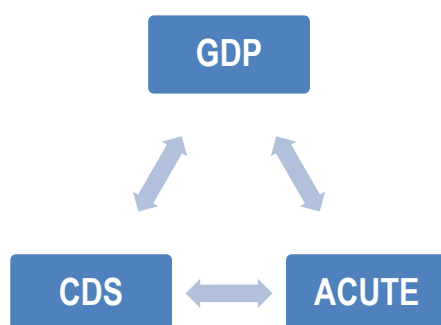
This has led to the creation of a pan London referral form. The form asks for information that assists in determining the suitability of the referral based on the patient complexity.

The referral form should be used:

- By dentists for referrals to Special Care Dental Services, either CDS or Acute care services.
- For referrals from Special Care CDS services to Special Care acute care services and vice versa
- Referrals back to the general dental practitioner where appropriate.

It is not intended to replace direct referrals from medical professional based either in primary or secondary care.

**PROCESS/ PATIENT PATHWAY**



**HOW TO REFER TO THE SERVICE**

Attached to this document is a standard referral form (please refer to the appendices). The referrer should fully complete form and assess where the patient should be seen should be sent to either the:

- Most appropriate CDS central referral office (details of which can be found below and further clinic details in the appendices) or
- Acute care Special Care dental service as appropriate.

The referral will be triaged and the 3 possible outcomes are

- a) Accepted
- b) Returned as inappropriate level of complexity for the service
- c) Returned as lack of information (may include lack of radiographs)

## METHODS OF REFERRING

All paper or electric based referrals should be sent to the most appropriate CDS address below:

<b>KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST</b>	
Referral address: 161 Denmark Hill, SE5 8EF	<b>Boroughs</b>
Contact Name (Clinician): Rob Hale	Richmond, Kingston and Wandsworth
Telephone: 0203 299 3480	Sutton, Merton and Croydon
Email: <a href="mailto:kch-tr.cdsreferrals@nhs.net">kch-tr.cdsreferrals@nhs.net</a>	Lambeth, Lewisham and Southwark
Website: <a href="http://www.kch.nhs.uk">www.kch.nhs.uk</a>	
<b>KENT COMMUNITY HEALTH NHS FOUNDATION TRUST</b>	
Referral address: 1 <sup>st</sup> Floor Capital House, Jubilee Way, Faversham, ME13 8GD	<b>Boroughs</b>
Contact Name: Referral Management Centre	Waltham Forest, Redbridge, Barking & Dagenham and Havering
Telephone: 0300 7900 158	
Email: <a href="mailto:kcht.communitydentalservice@nhs.net">kcht.communitydentalservice@nhs.net</a>	City & Hackney, Tower Hamlets and Newham
Website: <a href="http://www.kentcht.nhs.uk/service/dental-services">www.kentcht.nhs.uk/service/dental-services</a>	
<b>WHITTINGTON HEALTH NHS TRUST</b>	
Referral address: Hunter Street Health Centre, 8 Hunter Street, WC1N 1BN	<b>Boroughs</b>
Contact Name (Clinician): Andrew Read	Camden, Islington, Enfield and Haringey
Telephone: 020 3317 2353	Barnet, Brent and Harrow
Email: <a href="mailto:dentalreferral.whithealth@nhs.net">dentalreferral.whithealth@nhs.net</a>	Hillingdon, Hounslow and Ealing
Website: <a href="https://www.whittington.nhs.uk/default.asp?c=10989">https://www.whittington.nhs.uk/default.asp?c=10989</a>	
<b>BROMLEY HEALTHCARE COMMUNITY INTEREST COMPANY</b>	
Referral address: Eldred Drive Clinic, BR5 4PE	<b>Boroughs</b>
Contact Name (Clinician): Andrew Bottomley	Bexley, Bromley and Greenwich
Telephone: 01689 806859	
Email: <a href="mailto:BROMH.dentalreferrals@nhs.net">BROMH.dentalreferrals@nhs.net</a>	
Online Referral Form: <a href="https://www.bromleyhealthcare.org.uk/">https://www.bromleyhealthcare.org.uk/</a>	
<b>CENTRAL LONDON COMMUNITY HEALTHCARE NHS TRUST</b>	
Referral address: Soho Centre for Health & Care, 1 Friith Street, W1D 3QS	<b>Boroughs</b>
Contact Name: Referral Management Centre	Hammersmith & Fulham, Kensington & Chelsea and Westminster
Telephone: 020 7354 6529 / 6524	
Email: <a href="mailto:Clcht.dental@nhs.net">Clcht.dental@nhs.net</a>	
Website: <a href="http://www.clch.nhs.uk">www.clch.nhs.uk</a>	

If you wish to make an electronic referral, please ensure referrals are made from an nhs.net account. If you are a GDP and do not have an account then NHS England - London Region can assist you via [england.lon-dental@nhs.net](mailto:england.lon-dental@nhs.net). Information governance breaches could potentially result in a contractual breach.

## CAN I REFER DIRECTLY TO SPECIAL CARE DENTISTRY CONSULTANT LEAD SECONDARY / ACUTE CARE SERVICES?

Yes – the form can be used to directly refer to either the CDS or the acute care special care dental services

### REFERRAL CRITERIA

Please see the attached Guidance Notes in the appendices which provide further details regarding the appropriate care for each Level of service.

<p>Level 1 – Procedure/conditions to be performed or managed by a dentist commensurate with level of competence as defined by the Curriculum for Dental Foundation Training or its equivalent. The emphasis should be on thorough assessment, effective ongoing surveillance, robust preventive care and delivery of relatively straight-forward treatments. Components of level 1 care could also be provided by other members of the dental team such as dental nurses with extended duties, dental hygienists or therapists.</p>	<p>Level 2 – Procedures/conditions to be performed or managed by a dentist with additional experience and competencies but below the level of a professional recognised as a specialist by the GDC.</p>	<p>Level 3a - Procedures/conditions to be performed or managed by a professional recognised as a specialist by the GDC</p>	<p>Level 3b - Care delivered by a consultant in special care dentistry.</p>
<p>Mild/No complexity</p>	<p>Moderate complexity</p>	<p>Severe/extreme complexity</p>	

### FREQUENTLY ASKED QUESTIONS

**Q:** What is the youngest age for patients to be seen in the Special Care Dental Services?

Patients aged 16 years old and above (15 years old and younger should be seen in the paediatric dental services)

**Q:** Can patients self-refer themselves to CDS / Acute Special Care Dental Services?

No, the referral must be made via a health professional.

**Q:** Who is carrying out the triaging?

The initial triage will be carried out by a member of the clinical team within the relevant CDS provider or acute care Special Care Dental Service.

**Q: When does the 18 week RTT start?**

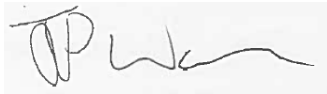
From the date the referral is received in the secondary care setting if appropriate

**Q: What are the discharge processes?**

Patients with Special Care Dental needs which meet the criteria for moderate complexity or above will remain in either the CDS or secondary care service and are recalled according to NICE guidelines.

It is recognised that for patients seen in Special Care Dentistry, patients' complexity may vary over time and should be regularly reassessed.

Yours Sincerely



**Jeremy Wallman**  
**NHS England**

cc. Donal Markey, Head of Primary Care Commissioning  
All acute dental providers  
All community dental providers

Further more comprehensive information regarding Community Dental Service can be found in the Service Specification.

**APPENDICES**

Appendix 1: Referral acceptance guidance

Appendix 2: Referral forms Special Care Dentistry