NEWS

***Oral Health Service Mission Statement***

*To deliver specialised oral health care, lead oral health improvement for the population of Lothian and provide excellent training for oral health professionals for the future.*

**Updates in this issue:**

# Oral Health Service Integration

# Emergency Paediatric Dental Pathway Changes

# Electronic Referral via SCI Gateway

Radiographs and Referrals

# Staffing Updates

# Restorative Department Survey and Consultation Evening

This is an update about Oral Health Services Delivered by NHS Lothian and additional information is available on request.

# **Oral Health Service Integration**

We reported in our last newsletter that in order to streamline the delivery of specialised and specialist care to patients in the Lothians, two services:

The Public Dental Service (PDS) and the NHS arm of the Edinburgh Dental Institute (EDI) have been merged to form the *NHS Lothian Oral Health Service* and West Lothian Health and Social Care Partnership is now managerially responsible for both.

We are pleased to report that further appointments have been made to the managerial structure and these are as follows:

*Gill Watson – Service Manager*. Gill has responsibility for the administration and support services, waiting list administration and performance management support.

*Jacqui Witkowski (nee Swarbrick)-* Dental Care Professional Manager. Jacqui operationally and professionally manages dental nursing, therapist and hygienist staff. Jacqui is retiring from the service at the end of June and Jill Greig will be joining the team in her place.

*Fiona Rodger – Head of Oral Health Improvement.* Fiona leads the Oral Health Improvement service and ensures the implementation of the Oral Health Improvement programmes.

Work is ongoing to determine the appropriate clinical structures.

# **Emergency Paediatric Dental Care**

# SERVICE CHANGE TO THE PATHWAY

At present, paediatric dental emergency patients can attend Edinburgh Dental Institute directly and can be sent there by their GDP.  These children benefit from an immediate consultation, whereas others, who have gone through the current referral and triage pathway, await an appointment.

To resolve this conflict and thereby ensure equity of care across the Lothians, the current single pathway of unscheduled care for unregistered adults in Chalmers Dental Centre will be extended to include child patients also. There will therefore be **NO ‘**casual’ patient service in the Dental Institute for unregistered children and **all** registered patients (child and adult) will be expected to receive urgent care from their primary care practitioner.

The current out-of-hours evening and weekend unscheduled care service for both registered and unregistered patients of all ages will continue through the Chalmers Dental Centre.

## PATHWAY FOR PAEDIATRIC EMERGENCY CARE (Primary Care)

#### Monday to Thursday 6pm – 8am,

#### Friday, 6pm to Monday, 8am and

#### NHS Lothian Public Holidays

#### Registered and Unregistered Patients

All adult and child patients should continue to access unscheduled dental care for management of an urgent dental problem by contacting NHS24 on telephone number 111.

### In hours :Monday to Friday 9:00am – 16:30pm

#### Unregistered Patients

Unregistered patients should access unscheduled dental care for management of an urgent dental problem by attending the walk-in service at Chalmers Dental Centre. There is a triage service available from 9am to 6pm, but patients are recommended to attend before 3pm since the daytime clinical treatment service ends at 4.15pm.

#### Registered Patients

Registered patients should access unscheduled dental care for management of an urgent dental problem via their own GDP. Any registered patients presenting to Chalmers Dental Centre will be redirected to their GDP. The Department of Paediatric Dentistry, EDI is able to offer support for cases that require a secondary care input (see below).

## URGENT REFRRALS TO THE DEPARTMENT OF PAEDIATRIC DENTISTRY, EDI

#### Monday to Friday 9am – 12.45pm & 1.30pm – 4.30pm

**Emergency Referral Telephone Line: 0131 536 3480**

Arrangements for a paediatric patient requiring specialist secondary care will have to be made directly by peer-to-peer contact between the GDP and a member of clinical team of the Department of Paediatric Dentistry, EDI via the Emergency Referral Telephone Line. This is for use by dental and medical teams to obtain urgent advice and/or treatment for children up to the age of **16 years** in relation to:

* Orofacial swelling which is restricting swallowing, raising the floor of mouth, compromising breathing, causing significant trismus and/or extending to the eye.
* Acute dento-alveolar trauma requiring emergency management.
* Bleeding, where haemorrhage has continued despite adequate local measures.
* The systemically unwell child requiring medical support arising from an oro-dental condition

A member of the Paediatric Dental clinical team will discuss the case with the referring dentist and, if it is agreed that the presenting complaint requires urgent assessment, appointment details will be agreed over the telephone.

The written referral should then be made via SCI gateway, with all relevant radiographs and clinical photographs included as attachments.

All other referrals should continue to be made though SCI gateway via the non-acute pathway.

*Please be reminded that referrals will not be accepted if you send them in, in any other format.*

**See next page for the Quick Reference Guide…..**

**Emergency Dental Care in Lothian**

**Children and Young People under 16 Years of Age**

**Quick Reference Guide**



# **ELECTRONIC REFERRAL VIA SCI GATEWAY**

As part of the Scottish Government’s Strategic Vision for eDentistry General Dental Practitioners all now require to use SCI Gateway to refer patients. Thank you to all GDP’s who are now using this system to refer – EDI are now receiving 92 % of their

# **RADIOGRAPHS and REFERRALS**

**Transferring Images with Referrals**

When they are available, it is important that all radiographs and clinical photographs are included with your referral.

* Images should include the Patient Identifiers (PIDS) of Patient Name, Date of Birth (or CHI number) and Date the Image was taken.
* Digital images must be transferred electronically

Further information about this is provided in the quick reference guide at the end of the newsletter.

# **STAFFING UPDATES**

Oral Medicine: We have finally appointed to the Oral Medicine Consultant post and we will be welcoming Phillip Lamey to the post in July. In the meantime we have been managing to deliver the service with support from staff from NHS Fife, bank and agency staff.

Administration: Sharon McDonald is the new Assistant Services Manager who has taking over from Julie Cassidy and will work with Gill Watson and the administration team.

RESTORATIVE DEPARTMENT GDP SURVEY AND CONSULTATION EVENING

You should all have received email notification recently about an electronic survey and GDP consultation evening being organised by the Department of Restorative Dentistry at EDI.  The survey and consultation event aim to encourage 2-way communication between the restorative team and referring practitioners and allow us to explore together how we manage increasing demand for specialist restorative services.  We want to give practitioners the opportunity to discuss modifications that we are proposing to our referral and treatment acceptance guidelines in light of this increasing demand.

The survey can be accessed through the following link: <https://www.surveymonkey.co.uk/r/YTX5T5H>

You can register for the event which takes place at EDI on the evening of the 24th August by using the following link: <https://www.eventbrite.com/e/restorative-dept-edi-gdp-consultation-event-tickets-34849898986>

Places for the event are limited so please book soon to prevent disappointment. 1h Verifiable CPD will be offered.

We hope that you have found this newsletter helpful. Please do not hesitate to contact us if you wish to make any comments.

With Best Wishes,

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| **Angus Walls**  **Director** | **Sally Westwick**  **General Manager** |
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