

South West

Restorative

Dentistry Services

Restorative dentistry

Patient information

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Introduction

You have been given this booklet to help provide answers to some of the questions you may have regarding your treatment. If you have any further questions, write them down and you will be able to discuss them with the dental specialist during your appointment.

What is restorative dentistry?

NHS restorative dentistry refers to the care of patients in NHS Hospital and NHS clinics requiring the restoration and maintenance of their oral and dental tissues encompassing the following specialties:

- Operative dentistry: the filling of teeth.
- Periodontology: involves the prevention and treatment of gum disease.
- Endodontics: includes root canal treatment.
- Prosthodontics: involves the replacement of missing teeth.

How do I qualify for restorative dentistry?

Only NHS dental priority groups qualify for specialist level treatment within Restorative Dental teams under the NHS. Restorative teams are mostly a consultant-led local or regional specialist service that provides planning and treatment for patients presenting with complex oral, facial and dental problems.

If you fall into a dental priority group but your treatment needs are not at a specialist level, then a plan will be sent to your dentist in practice. They are known as general dental practitioners (GDP) and their clinics in practice as known as primary care. If you do not have a primary care dentist, you would need to find one to be able to receive the suggested treatment. Primary care treatment is outside of secondary care funding. Not all patients referred or accepted for treatment must come from NHS practice.

The three dental priority groups are:

1. Head and neck cancers requiring specialist level dental treatment or rehabilitation.
2. Genetic dental conditions, e.g. cleft lip and palate, congenital absence of adult teeth (hypodontia) and developmental severe tooth structure abnormalities.
3. Severe dental trauma requiring multidisciplinary care.

Some units within the region may also be able to offer opinions and treatment planning services to primary care for patients who are not in dental priority groups. This is dependent on the capacity of a local unit and is not a guaranteed service.

In exceptional circumstances, applications for funding can be made directly to NHS England for treatment that is not routinely funded under the current NHS service. These applications should be completed by a GDP. Your GDP would need to agree that your case is exceptional to apply. If they do not feel an application is appropriate then your GDP is allowed to decline to make the application. The applications are managed on an individual, case by case basis, by a local panel of experts and each case needs to show a certain level of exceptionality to qualify. This is an appeals process and if the application is rejected by the panel there is no further appeal possible. If these requests are supported by a regional Restorative Consultant plan this can help to show the exceptionality if it is present.

Where are the units with restorative dentistry?

Restorative clinics take place at a number of different locations within the South West:

- Musgrove Park Hospital, Parkfield Drive, Taunton, TA1 5DA
- 2University Hospital Plymouth NHS Trust, Derriford Road, Plymouth, PL6 8DH
- University Hospitals Bristol and Weston NHS Trust,
• Bristol Dental Hospital, Lower Maudlin Street, Bristol, BS8 2AJ.
- 4Royal Bournemouth Hospital, Castle Lane E, Bournemouth, BH7 7DW.
- Royal Cornwall Hospital, Treliske, Truro, TR1 3LJ
- Torbay and South Devon NHS Foundation Trust, Newton Road, TQ2 7AA

What can I expect at the first appointment?

Your first appointment will not involve treatment, it will be for initial assessment, diagnosis and treatment planning.

You will be assessed by a restorative consultant and/or another member of the restorative team.

Following an initial discussion, a full examination will be undertaken. Clinical photographs and x-rays may be taken if required and you may be asked to complete a written consent form.

Results of the examination will be discussed, and treatment options explained.

You need to allow at least two to three hours for your appointment.

What should I bring to my first appointment?

Bring information relating to your medical conditions together with a list of prescribed medication that you take.

If you are taking warfarin, bring your yellow anticoagulation record (INR) book with you. Or any other medical alert book.

If you have any dentures or mouthguards bring these with you, and they can be assessed by our team. If you do not bring these items, you may need to come again to be seen.

If you have access to any x-rays or notes from your dentist these can be helpful to bring.

If I require treatment who will carry this out?

After your initial consultation most patients will be discharged back to their own dentist for treatment with a suggested treatment plan. A letter with this plan will be sent to both you and your dentist.

Patients may be advised to seek treatment from a specialist in practice, which may not be available on the NHS. An approved list of local specialists is available on request.

If your case is appropriate for hospital care, it may be completed by one or more of the dental team (location dependent), including:

- Consultant
- Specialty dentist or ASA grade (dentist with skills within restorative dentistry at a higher level)
- Specialty registrars (dentists training to become specialists/ consultants)
- Post graduate dentists (qualified dentists undertaking further training)
- Dental therapists
- Dental nurses

What can I expect during hospital treatment?

There is usually a wait following the first appointment and this is dependent on the availability of appointments and the urgency of the treatment required.

If part of your treatment plan involves work being sent to a dental laboratory this increases the time between appointments. For most lab work this can take three to four weeks.

Some treatment plans are complex and commonly take over a year for all the work to be complete.

An emergency service is not available. You must continue to see your own general dentist for emergency treatment and regular check-ups. If you have any problems or concerns in between your appointments with restorative dentistry, contact the department/team for advice using the details on the top of your clinic letter.

What happens after treatment is complete?

On completion of treatment, you will be advised whether a regular follow-up with the hospital is required. This is uncommon and dependent on the treatment you have received.

All patients receiving follow-up visits to the hospital should contact their own general dentist for routine checkups and any dental treatment (unless you have been advised otherwise).

A written summary will be provided to you and your dentist. If your dentist has any further questions about your treatment, they can contact the clinician who provided the treatment.

There is a charge for the replacement of lost dentures, retainers and mouthguards within the Hospital service.

Complaints

Our aim is to have satisfied patients who are pleased with their experience under our care.

If you are not entirely satisfied with any aspect of your care, bring this to the attention of the treating clinician or nurse and every endeavour will be made to resolve your concerns as quickly as possible. If you still have concerns or questions, you can contact PALS (Patient Advice and Liaison Service) who will listen and aim to resolve any problems in a timely manner. PALS assists the NHS by listening to what matters to patients and their loved ones, to make changes when appropriate. You can contact your local PALS via your teams contact details on your clinic letter.