REFERRING PATIENTS TO SURREY COMMUNITY DENTAL SERVICE

We have recently been receiving a number of inappropriate referrals to our service and this has had a marked impact on the waiting times for the patients who are in need of our services and to whom our resources should be targeted.

To address this and assist in the referral process, we are writing to remind referrers of our referral criteria and provide the following guidance to assist in making a referral to our service.

Criteria for Acceptance of Adult Referrals

- Complex medical histories this does not include controlled epilepsy, hypertension, diabetes, asthma, hepatitis and HIV
- Severe learning disabilities
- Complex and severe mental health disorders or physical disability which prevents access to GDP premises.
- Domiciliary care for housebound patients by General Medical Practitioner referral only.

Criteria for Acceptance of Child referrals

- Complex medical histories or physical disability preventing access to GDP
- Learning/behavioural problems that affect compliance for dental care
- Extensive decay
- Severe dental defects and trauma.

Surrey Community Dental Services cannot accept referrals for;

- Phobic adults who do not fulfil the above criteria.
- Financial hardship
- Cooperative children requiring routine treatment or orthodontic extractions
- Intravenous Sedation
- Bariatric Care
- Orthodontic treatment
Surrey Community Dental Service is not able to provide emergency or urgent care for new patients

In some cases it will not be possible from the referral alone whether the patient fulfils the acceptance criteria. In these cases an appointment will be given for a full assessment to determine whether the patient should be accepted for care.

There is no guarantee that the patient will be accepted so please ensure that the patient and/or carer are made aware of this.

If the referral is not appropriate:

- The referrer and the patient will be informed in writing.

- If the patient has been seen for an assessment, they will be advised that the referral is inappropriate and the referrer will be informed in writing. They will be advised of how to access an NHS dentist if they do not already have one.

Referrals can only be accepted from General Dental Practitioners, General Medical Practitioners and other health care professionals, including social services. Referrals for domiciliary care can only be accepted from General Medical Practitioners, confirming that the patient is housebound.

Any referrals that are not on our referral form or are incomplete or illegible will be returned to the referrer.

Once treatment has been completed, the patient will be discharged to their General Dental Practitioner for their continuing care. Re-referrals for further treatment can be made as appropriate.

Continuing care will be provided to a cohort of patients who, due to their special need are not able to access dental care from a General Dental Practitioner.

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