

Grampian combined Oral & Maxillofacial Surgery and Oral Surgery Service – Update and FAQ's

Introduction

Until March 2020, GDP's and GMP's in Grampian had the ability to refer patients requiring surgical treatment of the hard and soft tissues of the mouth via two referral routes in accordance with their respective referral criteria. The first route of entry was via SCI gateway or paper referral to the Oral and Maxillofacial Surgery service based in ARI, and the second route via SCI gateway or paper referral to The Grampian Minor Oral Surgery Service GMOS (formerly Surgical Dental Service) which was based in primary care.

Our services aim to meet the needs of the population of Grampian in keeping with NHS Grampian's vision of access to safe, effective and high quality health services, and bringing care closer to home. Following a review of the service we believe that these aims should continue to be the key drivers for the redesigned service, alongside a commitment to training.

To deliver this ambition we have made a number of key changes to the service pathway itself namely:

- How referrers can access the service
- How we manage referrals into the service
- How we interact with our services users
- How we will monitor the performance and safety of our service

New Service Description

Going forward there will be a single point of entry for OMFS and Oral Surgery services across secondary and primary care in Grampian. All referrals should be made to the C13 specialty of "Oral and Maxillofacial Surgery" via SCI gateway. Please refer to the published service pathway to ensure your referral meets the service criteria. [Oral and Maxillofacial and Oral Surgery pathway](#)

Once received, your referral will be triaged, vetted and directed to the appropriate branch of the service. Where referral criteria for the service has been met, patients will be offered an appointment which may be with colleagues based in:

- The department of Oral and Maxillofacial Surgery based in Aberdeen Royal Infirmary
- The department of Oral Surgery based in Aberdeen Dental Hospital
- The Oral Surgery service provided by NHS Grampian Public Dental Service dentists with an interest in Oral Surgery

As before there is no charge for care provided under the care of OMFS in ARI or in Aberdeen Dental Hospital. For those patients who receive treatment at Argyll Dental Practice in Aberdeen or Spynie Dental Practice in Elgin, normal NHS Charges will apply.

Allocation of appointments will be dependent on individual cases and assessment appointments may initially be offered face to face or remotely via telephone or video consultation using near me technology.

Frequently Asked Questions

FAQ Contents

How do I access SCI gateway to make my referral?	<i>Page 3</i>
Where do I access the referral criteria?	<i>Page 3</i>
Where do I send referrals where this a suspicion of malignancy?	<i>Page 3</i>
Where do I send referrals for a dental emergency?	<i>Page 4</i>
Can I refer anxious patients into the service for routine dental extraction or restorative treatment with IV sedation or GA?	<i>Page 4</i>
Where can I access further information relating to TMD referrals?	<i>Page 4</i>
What conditions/procedures do not meet your referral criteria?	<i>Page 5</i>
What information should be included in my referral?	<i>Page 5</i>
How do I attach a clinically appropriate clinical photograph / radiograph with my referral?	<i>Page 6</i>
How do I request an OPT radiograph prior to sending in my referral?	<i>Page 6</i>
How do I view an OPT radiograph that I requested to be done in either ARI or Dr	
I work in private practice and don't currently have access to SCI gateway. How can I make a referral into the service?	<i>Page 7</i>
Can I refer patients for consideration as an UG teaching case?	<i>Page 7</i>
My patient would prefer to have their care provided in secondary care as they would rather not pay for treatment in accordance with the SDR, is this possible?	<i>Page 8</i>
Why has my referral been returned to me?	<i>Page 8</i>

How do I access SCI gateway to make my referral?

For any concerns with respect to access to SCI gateway, please contact:
gram.dentfacilitators@nhs.scot

Where do I access the referral criteria?

- Referral criteria for the combined OMFS & Oral Surgery service is available on HI-Net at the following link [Dental Pathways - Hi-Net Grampian](#).
- This pathway will also eventually be published on Grampian Guidance and a link will be shared when available.

Where do I send referrals where this is a suspicion of malignancy?

Does the patient present with any of the following symptoms / signs? :

RED FLAG SYMPTOMS
1. Persistent unexplained head and neck lumps for >3 weeks
2. An ulceration or unexplained swelling of the oral mucosa persisting for >3 weeks
3. All red or mixed red and white patches of the oral mucosa persisting for >3 weeks
4. Unexplained tooth mobility where periodontal disease has been excluded by dental assessment
5. Persistent, particularly unilateral, discomfort in the throat for >4 weeks
6. Ear pain without evidence of local ear abnormalities
7. A non-healing socket in the absence of MRONJ or ORN risk factors

If yes please refer to “Oral and Maxillofacial Surgery” via SCI gateway marking it as "Urgent" & "Malignancy Suspected"

Where do I send referrals for a dental emergency?

Please refer the following conditions **URGENTLY** to “Oral & Maxillofacial Surgery” via ARI switchboard on 03454 566000 and ask to page 2340

- Uncontrollable bleeding
- Swelling where the airway is at risk
- Acute Trauma

Can I refer anxious patients into the service for routine dental extraction or restorative treatment with IV sedation or GA?

No. Patients will only be considered for treatment with IV sedation or GA to help progress a surgical treatment plan.

All other referrals with respect to anxiety management can be sent via SCI gateway using the [Dental Anxiety](#) pathway.

Where can I access further information relating to TMD referrals?

Information relating to referral criteria and management of TMD can be found on Hi-Net at the following link [TMD hyperlink to be added at a later time](#). Please follow this guidance before considering referral for patients with TMD.

Patients presenting with any of the red flag symptoms detailed below should be referred urgently to secondary care:

Red Flag Signs and Symptoms requiring Urgent Referral to Secondary Care
Headache symptoms suggesting headache secondary to intracranial pathology
Trismus <ul style="list-style-type: none">• Near absolute trismus preventing examination (<15mm)• Progressively worsening trismus• Absence of history of joint dysfunction
Suspicious intra oral lesion <ul style="list-style-type: none">• Erythroplakia, erythroleukoplakia, leukoplakia, ulceration of oromucosal tissues
Lymphadenopathy
Cranial nerve dysfunction
History of previous head and neck malignancy
New head or neck mass <ul style="list-style-type: none">• Palpate preauricular region• Regional lymphadenopathy
ENT symptoms <ul style="list-style-type: none">• Nosebleeds• Anosmia (loss of sense of smell)• Persistent discharge from nose• Loss of hearing• Earache• Lymphadenopathy
Temporal Arteritis <ul style="list-style-type: none">• Fatiguing pain from muscles of mastication when chewing• Raised ESR• Scalp tenderness• Palpable, enlarged and tender temporal arteries• Headache
Adapted from – Temporomandibular Disorders (TMDs): an update and management guidance for primary care from the UK Specialist Interest Group in Orofacial Pain and TMDS (USOT) 2013

What conditions/procedures do not meet your referral criteria?

- Routine extractions. This includes referrals for anxious patients requiring routine dental treatment or routine extractions under IV Sedation or GA Please refer to [Dental Anxiety](#) pathway
- Routine extractions for patients prescribed NOACS. Please refer to SDCEP Guidance
- Routine Extractions for patients at risk of MRONJ. Please refer to SDCEP guidance
- Removal of implants where implant was not placed by NHS Grampian
- Please refer patients back to the clinician who placed the implant
- Failed endodontics. Please refer to [Restorative Dentistry](#) guidance pathway
- Referrals for dental implants or bone grafting from GDP. Please refer to [Restorative Dentistry](#) guidance pathway. Strict criteria apply

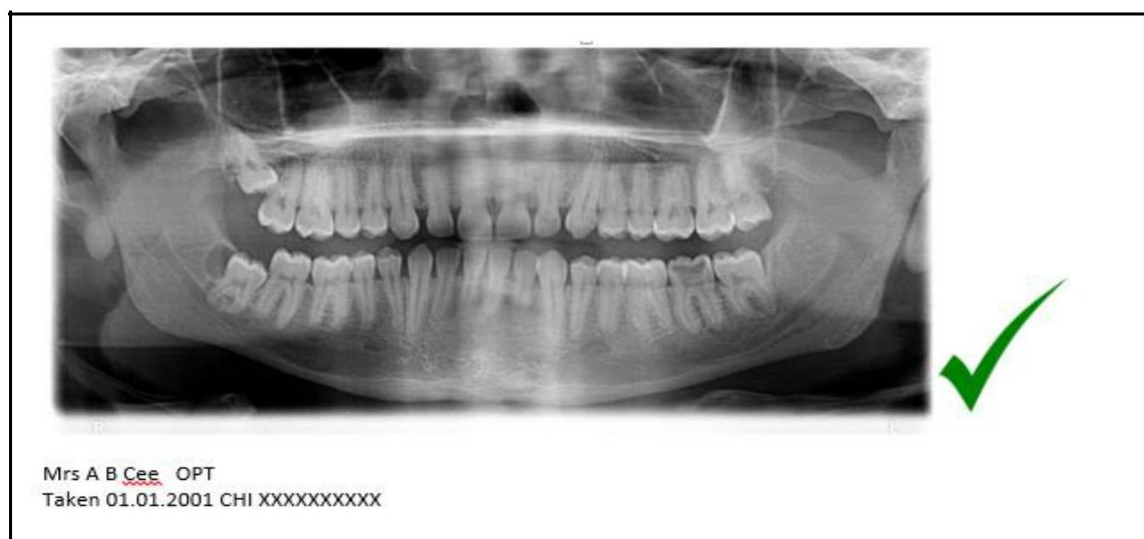
What information should be included in my referral?

The referral proforma should be completed with the following information:

- Patient details - names, address, phone number, CHI number and date of birth
- Referring Dentist details - practice name, name of referring dentist, practice address, phone number and date of referral
- Patient's General Medical Practitioner details and relevant medical/social history
- Clinical Details - history of the clinical problem and reason for referral

All referrals must be accompanied by clinically appropriate radiographs, usually an intraoral radiograph or a panoramic radiograph, and properly identified and mounted (as per below). If sending a referral for the management of third molar teeth, a panoramic radiograph is the image of choice.

If you requested a radiograph to be undertaken in ARI or Dr Gray's in advance of referral, please indicate that this is available on PACS. Please provide details of circumstances when a radiograph cannot be provided.



How do I attach a clinically appropriate clinical photograph / radiograph with my referral?

If you experience any difficulty attaching either a clinical photograph or radiograph with your SCI Gateway Referral, please email:
gram.dentfacilitators@nhs.scot for advice.

How do I request an OPT radiograph prior to sending in my referral?

Dentists can request an OPT image via a SCI Gateway Radiology Referral

- The form can be accessed by selecting: **Grampian / Grampian Dental Services/ Grampian Secondary Care Services/ Clinical Radiology Plain film/ Dental Radiology Plain film**
- There is the option to select OPT in the form
- To comply with current IR(ME)R regulations please ensure that you provide sufficient detail to justify your request
- If you intend to subsequently refer to OMFS then please write – To support a NHS OMFS referral - in the clinical narrative
- If you do subsequently refer to OMFS, in your SCI Gateway OMFS referral please write in your clinical narrative - OPT available on PACS

How do I view an OPT radiograph that I requested to be done in either ARI or Dr Gray's?

The Radiology department will process your request and the image will be made available to your practice to download via the Information Exchange Portal (IEP).

- Each practice (not individual dentists) will need to be registered for the Information Exchange Portal
- Once you have accessed your image you are required to evaluate the image and document this in your clinical records to comply with current IR(ME)R regulations
- To get your practice registered for the information Exchange Portal please contact: Anna.kaczmarczyk@nhs.scot Please also copy in: gram.pacshelpdesk@nhs.scot
- If you have any queries about SCI Gateway then contact: gram.dentfacilitators@nhs.scot
- Outpatient Radiology Department telephone contacts:
 - 01224 552268 (Aberdeen)
 - 01343 567495 (Elgin)

I work in private practice and don't currently have access to SCI gateway. How can I make a referral into the service?

While we hope that practitioners who work exclusively in private practice will have access to SCI gateway in the future, as an interim measure, we will continue to accept paper referrals from this practitioner group only.

Can I refer patients for consideration as an undergraduate teaching case?

Referral of patients suitable for undergraduate dental extraction clinics is welcomed at Aberdeen Dental Hospital to meet teaching requirements. Exodontia referral acceptance criteria and referral forms are available at [Dental Pathways - Hi-Net Grampian](#).

Please remember that all patients accepted onto the undergraduate extraction teaching clinics remain under the care of the referring General Dental Practice for their overall dental care, including any necessary urgent care whilst awaiting an extraction at Aberdeen Dental Hospital. When the requested extractions have been completed the patient will be discharged from Aberdeen Dental Hospital back to the care of the referring dental practitioner. These patients will not automatically be taken on for non-exodontia related dental care at Aberdeen Dental Hospital.

All referrals must be accompanied by clinically appropriate radiographs, usually an intraoral radiograph or a panoramic radiograph, and properly identified and mounted (as per below).

If you requested a radiograph to be undertaken in ARI or Dr Gray's in advance of referral, please indicate that this is available on PACS. Please provide details of circumstances when a radiograph cannot be provided.

My patient would prefer to have their care provided in secondary care as they would rather not pay for treatment in accordance with the SDR, is this possible?

All referrals are vetted and triaged to ensure that care can be provided in a safe, timely and efficient manner.

- Referrals are vetted to ensure that care is provided in a clinical setting that represents the safest environment for the patient, by a clinician appropriately trained to undertake the procedure
- We do not make decisions with respect to clinical care based upon the procedure alone
- A number of referrals we receive can be safely managed in a primary care environment and should be managed in this way to ensure timely access to services for our patients going forward. This process allows us to protect clinical time for cases that can only be managed safely in a secondary care environment
- Charges for clinical care provided in a Primary care environment are in accordance with the SDR [Statement of Dental Remuneration | Scottish Dental](#)
- When referring for an extraction of any tooth, please warn patients that there is likely to be a charge in accordance for the SDR for this procedure

Why has my referral been returned to me?

All referrals that are returned will be accompanied by a letter explaining the specific reason that your referral has not been accepted.

Referrals may be returned for the following reasons:

- Inadequate detail was included with the referral to allow for triage and vetting to take place
- Required relevant clinical images or radiographs were not provided with the referral to allow for triage and vetting to take place
- The referral does not meet with our clinical criteria, and should be managed in accordance with the correct relevant service
- We may return your referral with advice on how to safely manage your patient's complaint in general practice where appropriate

Feedback

We are keen to ensure that this redesigned Oral & Maxillofacial and Oral Surgery pathway supports NHS Grampian's ambition to deliver a safe, effective and high quality service for all stakeholders involved. Feedback from referrers is a vital part of this process.

Any comments queries or concerns with respect to this pathway can be fed back to us by making contact with the local dental committee or your dental practice advisor.

- LDC: gram-uhb.ldc@nhs.scot
- Dental Practice Advisor: amro.alkado@nhs.scot