

South East London Oral Surgery Single Point of Access

This document details the changes to the pathway for Oral Surgery referrals to Guy's and St Thomas' (GSTT) and King's College Hospital (KCH) which take effect on Monday 24th January. All referrals must now be submitted using the South East London – Oral Surgery Referral Form on SmartSurvey, please find the link below. (You may copy and paste the link into your internet browser or right click and select open hyperlink.)

<https://www.smartsurvey.co.uk/s/SELdentalreferrals/>

From Monday 24th January, any Oral Surgery referrals sent to GSTT or KCH using the historic pathway will not be accepted. The email accounts will generate an automated out of office reply rejecting the referral and give instructions for accessing the new referral pathway. It is the responsibility of the referring practice to ensure the referral is resubmitted using the correct pathway. In partnership with GSTT and KCH, London Region Commissioners will monitor the volume of referrals using the historic pathway and will send out reminders to all practices if necessary.

Any 2 Week Wait referrals received through the historic pathway will be processed so there is no delay to the patient, however, an email will be sent reminding the referrer to use the new pathway in future.

As explained in previous communications, to increase equity of patient waiting times in south east London, referrals for Oral Surgery at GSTT and KCH will be received centrally and shared between the two trusts. Patients may still specify at which trust they wish to be treated, however, there is now an option for the shortest waiting time which could be at either trust.

The referral form is to be used for **routine, urgent and 2 Week Wait (2WW)** pathways for adults and **surgical orthodontic referrals** for 11-16 year old patients only.

The information required for the SmartSurvey referral form is the same as the MS Word document previously used. There are mandatory questions which are marked with an asterisk as shown below. The patient's NHS number is not a mandatory question but we would be grateful if this could be supplied whenever possible.

1. Referral type *

Standard

Suspected Cancer / 2WW

The option of free text has been kept to a minimum to ensure accuracy and ease of triage and the majority of questions are multiple choice, with either dial buttons as shown above or drop-down boxes as shown below.

19. Patient's Ethnicity

White and black African ▼

20. Cognitive, Sensory and Mobility Impairment

Sight Impaired (Blind) ▼

As with the previous form, radiographs must include the patient's name, date of birth, side of mouth and exposure date. This information may be embedded in the radiograph itself or the radiograph and information provided in a MS Word document.

If the referral is for orthodontic surgery, please provide the orthodontic referral letter along with any radiographs/images.

Should you wish to receive an electronic copy of your referral, you may provide an **nhs.net** email address and it will be sent to you automatically.

24. If you would like to receive a copy of the referral please enter the email address of the dental practice for it to be emailed to

This will only be possible with NHS.net email accounts.

[Empty text input field]

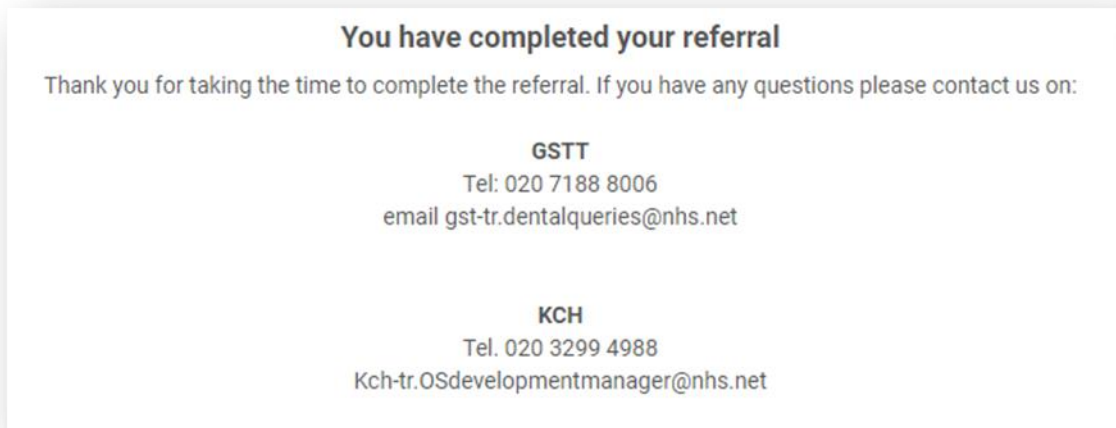
Should the patient wish to receive confirmation of their referral, you may enter their email address in question 16 as shown below. The confirmation email the patient receives will not contain any personal details or medical history notes as the security of the email provider cannot be guaranteed.

16. Patient's email address

A copy of the referral letter will emailed to the patient.

[Empty text input field]

Once you have submitted the referral, the screen below will be displayed.



Should you have any questions regarding the changes to the South East London Sector Oral Surgery Referral Pathway please email

england.lon-acutedental@nhs.net

We appreciate that change is often initially disruptive and that this is a particularly challenging time for all parts of dentistry. This new pathway will deliver a better service for our patients and is a step towards our goal of a truly comprehensive electronic referral management system for dentistry in London. We would like to thank you for your cooperation and support in this new pathway.