

# Restorative Dentistry Treatment of Anxious Patients Service Specification

Service	12. Restorative Dentistry Treatment of Anxious Patients (SBCH Ref No. SS_056)
Commissioner Lead	
Provider Lead	
Period	

## 1. Purpose

### 1.1 Aims

To provide a consultant led service for the assessment of referred patients to advise on appropriate management and treatment and where appropriate provide treatment for anxious patients within the Dental Hospital. Patients are accepted for treatment as per referral guidelines (attached).

### 1.2 Evidence Base

The prevalence of anxiety toward dental treatment within the UK population is wide spread. It is estimated that over 50% of the UK population do not seek regular dental care and fear of having dental treatment is often quoted as being the most significant factor with regards to this. It has been estimated that approximately 1 in 4 adults in the UK delay seeking help for a painful dental condition as a result of their dental fear. Fear and anxiety lead to avoidance of dental treatment which in turn leads to poor oral health.

### 1.3 General Overview

The service is concerned with the management, treatment and maintenance of patients with severe dental fear and phobia. Treatment generally is provided by the use of pharmacological methods to control fear and anxiety. Some treatments are undertaken using psychologically based treatment modalities.

### 1.4 Objectives

To see all appropriate referred patients for consultation assessment within 5 weeks of receipt.

- On assessment to advise patient and subsequently the referring practitioners of treatment needs and options so that informed decisions can be made.
- If treatment is required within the hospital to commence this treatment within 18 weeks of referral.

### 1.5 Expected Outcomes

A pain free maintainable dentition, this dentition to be maintained in the primary dental care sector.

## 2. Service Scope

## **2.1 Service Description**

- The scope of the service largely involves the provision of routine restorative dentistry services provided generally with the adjunct of conscious sedation. This conscious sedation can involve oral sedation, inhalation sedation and intravenous sedation. Some treatments will be undertaken using psychological techniques.
- Most patients require dentistry which would be termed primary dental care but who are unable to receive this care in the primary dental care sector due to problems with accessing conscious sedation services.
- Some patients are accepted for treatment for undergraduate training purposes.
- The service provides integrated training in conscious sedation for undergraduate dental students and postgraduate trainees.

## **2.2 Accessibility/acceptability**

The referrals are made by primary care practitioners or consultant colleagues and accepted according to referral criteria.

## **2.3 Whole System Relationships**

The service provision requires close working with other clinical specialties and support services within the Dental Hospital. Undergraduate teaching and training is integrated within the department.

## **2.4 Interdependencies**

- Other clinical speciality areas.
- School of Dentistry, University of Birmingham. The department is critical to the delivery of the University undergraduate curriculum and all staff contributes to the training of the undergraduate dental students.
- The Workforce Deanery
- The Trust Corporate Services

## **2.5 Relevant networks and screening programmes**

N/A

# **3. Service Delivery**

## **3.1 Service model**

- This is a Consultant-led outpatient assessment and treatment service.
- The nature of the service means that a significant proportion of our patients have extensive dental needs.
- The nature of the service means a significant proportion of our patients are poor attenders.

## **3.2 Care Pathways**

All pathways are initiated by a primary or secondary referral. Pathways will vary depending on the assessed treatment needs. Invariably patients are discharged at the conclusion of treatment to be managed in the primary dental care sector.

# **4. Referral, Access and Acceptance Criteria**

## **4.1 Geographic coverage/boundaries**

Like all Birmingham Dental Hospital clinical services the management of the anxious patients

is a regional service throughout the West Midlands. The service does attract out of area referrals which need to be managed carefully.

**4.2 Location(s) of Service Delivery**

Birmingham Dental Hospital, with the vast majority of clinical activity taking place in the Restorative Dentistry Department (6<sup>th</sup> Floor).

**4.3 Days/Hours of operation**

Monday – Friday 9.00am – 5.00pm with some variations (Closed Bank Holidays). Some evening clinics for assessment.

**4.4 Referral criteria & sources**

Patients with severe anxiety (MDA's score 19+) and persistent gagging. Advanced restorative dentistry which includes (but is not limited to) crown and bridgework, molar endodontics, repeat endodontics, and the complex management of tooth surface loss is not undertaken under conscious sedation.

**4.5 Referral route**

Primary or secondary providers refer directly to a named consultant or to the Department.

**4.6 Exclusion criteria**

Advanced restorative dentistry includes, but is not limited to, crown and bridge work, molar endodontics, and complex management of tooth wear.

**4.7 Response time & detail and prioritisation**

National targets apply.

**5. Transfer of and Discharge from Care Obligations**

On completion of treatment and the provision of the appropriate prosthesis patients are referred back to the primary care practitioner. Maintenance is to be provided in the Primary Dental Care sector. Items of treatment (e.g. dentures) are often requested to be completed in Primary Dental care sector.

**6. Self-Care and Patient and Carer Information**

Leaflets are distributed to patients regarding Propofol sedation, Intravenous Sedation and Sedation and General Anaesthesia.

**7. Quality Requirements**

<i>Performance Indicator</i>	<i>Indicator</i>	<i>Threshold</i>	<i>Method of Measurement</i>	<i>Consequence of breach</i>
<u>Quality</u>				
<u>Performance &amp; Productivity</u>				

**8. Activity**

8.1

<i>Activity Performance Indicators</i>	<i>Threshold</i>	<i>Method of measurement</i>	<i>Consequence of breach</i>	
<b>8.2 Activity Plan</b>				
<b>8.3 Capacity Review</b>				

## 9. Prices & Costs

### 9.1 Price

Basis of Contract	Unit of Measurement	Price	Thresholds	Expected Annual Contract Value
<b>National Tariff plus Market Forces Factor</b>				
<b>Non-Tariff Price (cost per case/cost and volume/block/other)*</b>				
<b>Total</b>		<b>£</b>		<b>£</b>