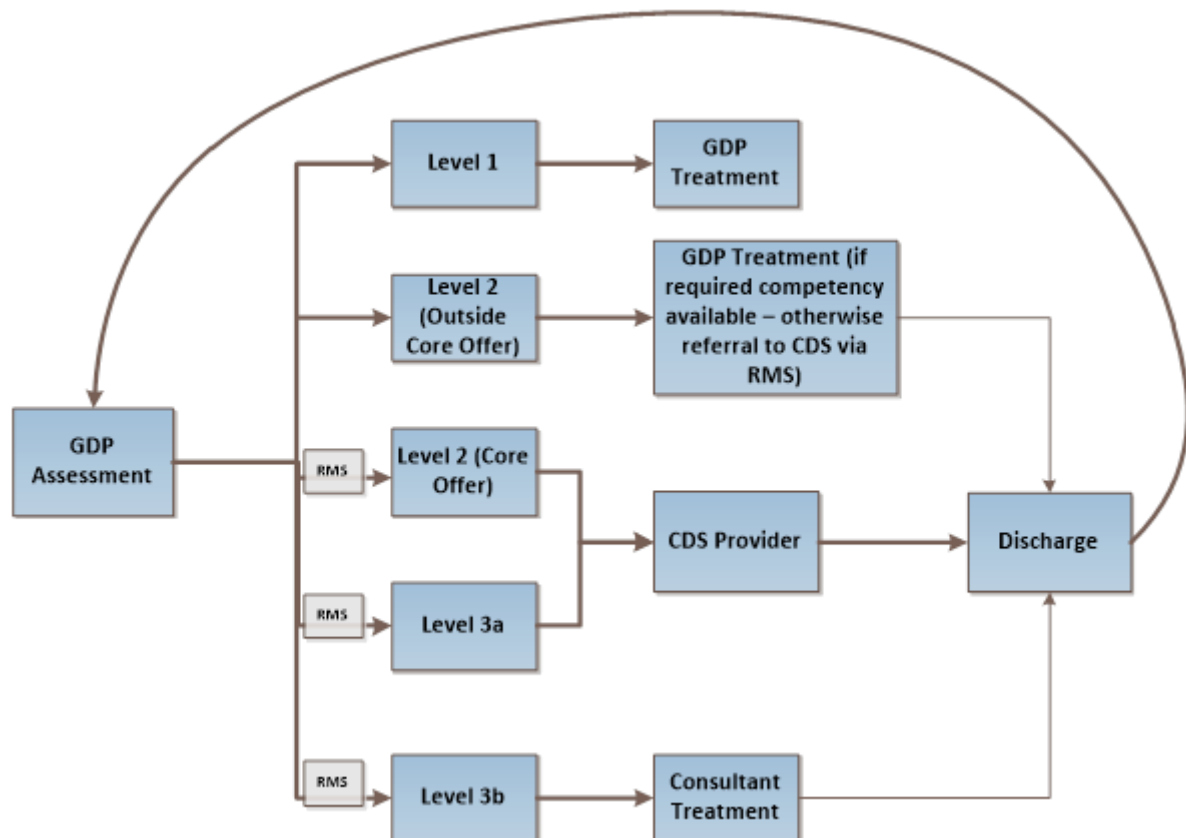


1. Patient Journeys

1.1 Following on from our proposals regarding the core offer for the Community Dental Service we have developed illustrative Patient Journeys for

- Children with high needs and Adult Special Care patients;
- Special Schools
- Urgent Level 3 Special Care Dentistry

1.2 Community Dental Service Patient Journey (Children with high needs and Adult Special Care patients)

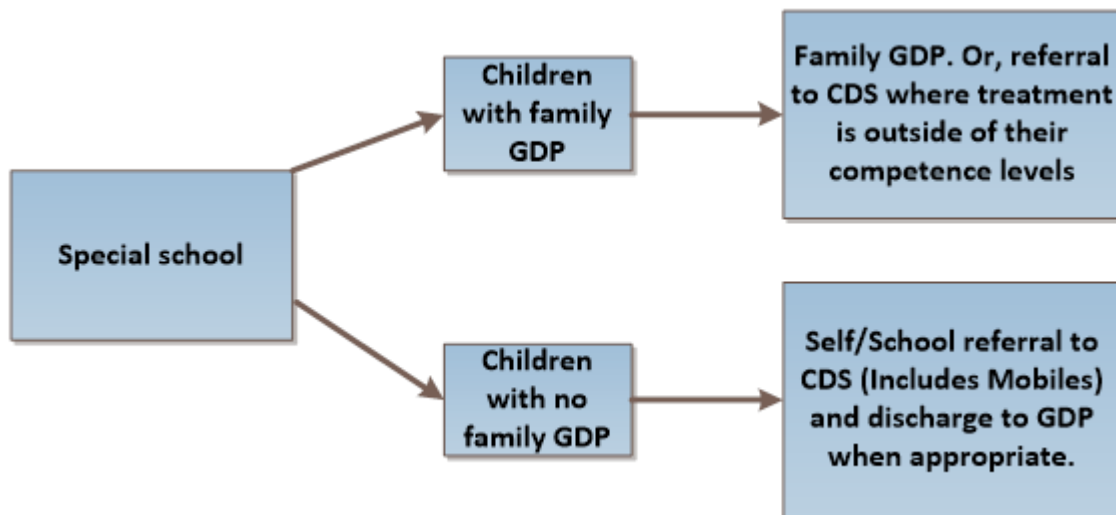


1.3 The above patient journey refers to the electronic Referral Management System ('RMS') which was introduced within the West Midlands from April 2018, initially in respect of referrals for Oral Surgery, Orthodontics and Oral Medicine. It is planned that the specialties covered by RMS will be expanded to include Paediatric Dentistry and Special Care Dentistry. (The above diagram assumes that this expansion has taken place).

1.4 The 'Levels' referred to in the diagram are the levels of care described in the relevant NHS England Guides for Commissioning Dental Specialties: Special Care Dentistry and the NHS England Commissioning Standard for Dental Specialties: Paediatric Dentistry¹.

1.5 Normally patients accessing the CDS will be treated and discharged back to their GDP once their needs have been met. In a small number of cases patients that have been treated by the Community Dental Service will not be discharged back to General Dental Practice at the end of their course of treatment because their additional needs are such that they could not be met by GDPs. Community Dental Services will review these patients to ensure that they only discharge these patients when it is appropriate for them to do so. Some patients will receive ongoing care due to their specific needs.

1.6 Special Schools Patient Journey



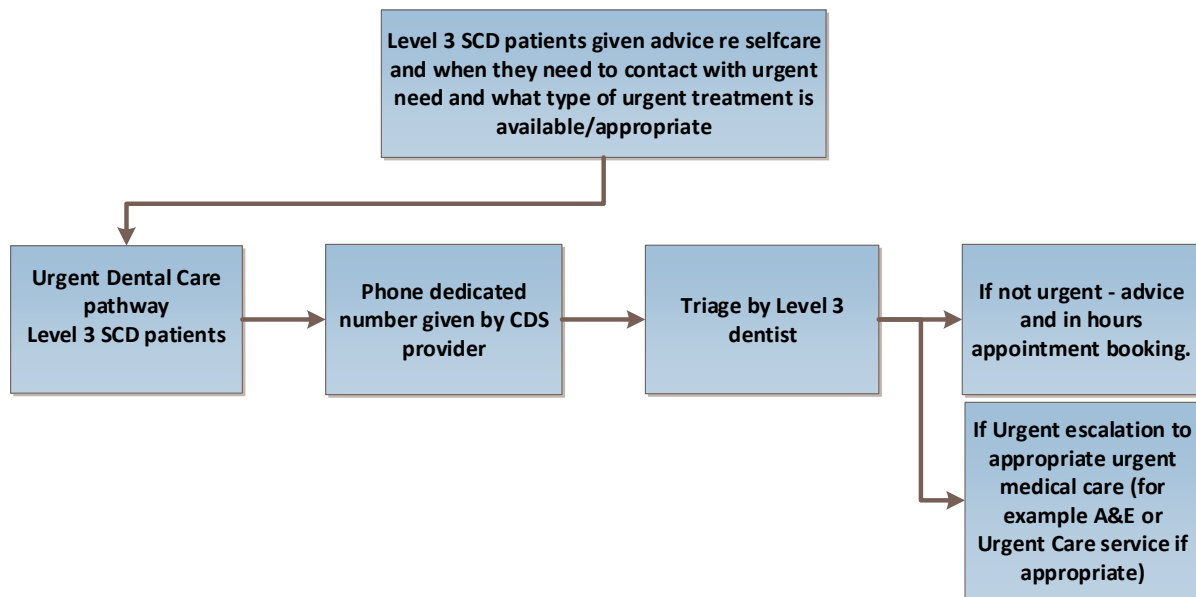
1.7 This Patient Journey is in respect of children attending a special school². The Patient Journey envisages that in some cases these children would not regularly attend a family GDP. We believe that the CDS has a leading role to play in encouraging these families to attend a GDP in instances where their routine needs can be met by that service.

1.8 Urgent Level 3 Special Care Dentistry Patient Journey

¹ These can be found at <https://www.england.nhs.uk/commissioning/primary-care/dental/dental-specialities/>. The Levels of Care are described at pages 14 onwards of each document.

² Special schools are schools catering for students who have special educational needs due (for example) to severe learning difficulties, physical disabilities or behavioural problems.

Annexe B



- 1.9 The patients in this Journey for urgent care require Level 3 Special Care Dentistry and are therefore envisaged as already accessing the CDS 'system'.
- 1.10 For the Out of Hours period, the Urgent Dental Care pathway referred to in the diagram would be enacted via an on-call arrangement that would be set up and covered across the West Midlands on a rotational basis between providers.