

Dear Sir/Madam,

Re: Tier 2 Endodontic Service

Since April 2019 we have been one of the triaging centres for the Tier 2 Endodontic Service. In the last few months there have been some trends in the pattern of referrals. We have outlined below some of the problems and made suggestions in bold, which would help the management of this service.

- Completion of the referral form: Numerous times some of the boxes on the form appear unfilled and we have to reject the referral. We appreciate that the form may have been filled by the referring practitioner, however due to IT related issues the form only opens correctly on some of the computers.
- Radiographs attached to the emails: These are sometimes not of diagnostic quality; some are often attached to the email but not labelled with the patient details or date of the exposure. When referrals are rejected as a result of lacking radiographs, many times there is a reply to the rejection letter with just a radiograph attached (but often we cannot view the referral letter).
- Each referral should only be for one tooth
- If the tooth has been restored with a crown, we will be rejecting the referral and ask that the referring practitioner dismantles the crown/restoration/remove caries and assess restorability and the coronal seal (PV Abbott. Assessing restored teeth with pulp and periapical diseases for the presence of cracks, caries and marginal breakdown, Australian Dental Journal 2004;49:(1):33-39)
- The referral must state the primary disease has been controlled and that you will take responsibility for restoring the tooth after endodontic treatment.

**In order to avoid these issues, please follow these instructions:**

- 1. Complete the referral form in Microsoft Word, embed the appropriate (dated) radiographs into the file and save as a PDF (please ensure that all of your text is clearly visible). This PDF should be labelled with the patient's name. This should then be emailed to the address below.**
- 2. If a referral is rejected, and you have completed the needful and therefore are referring the patient back, please complete a new referral form as described above.**
- 3. Endodontic referrals must be sent to: [stgh-tr.Restorative.Dentistry@nhs.net](mailto:stgh-tr.Restorative.Dentistry@nhs.net)**
- 4. All other Restorative Dental referrals (including second opinions and endodontic diagnoses) must be sent to: [stgh-tr.referrals@nhs.net](mailto:stgh-tr.referrals@nhs.net)**

Please note that our triaging service only forwards these referrals to Green Dental Care in Battersea, London. Due to a very limited time allocated for triaging these referrals, we are unable to match the patient postcode to the relevant provider of Tier 2 Endodontics.

Many thanks for your help with this. Adhering to the above-mentioned guidelines will help us to process your referral much faster, and therefore your patient is likely to be seen much faster.

Kind regards,

Mr R Porter & Miss S Elias