

# Bristol Dental Hospital

## General information for GDPs

The information contained within this document is also available on the UH Bristol website: [www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk)

The website is regularly updated, and we would ask that GDPs use the website as a first point of contact for information on the Dental Hospital where possible.

### Referrals

Referrals for specialist services can be made by a medical doctor or dental practitioner in primary or secondary care.

Self referrals by patients are not accepted for specialist services, with the exception of the primary dental care unit

Patients whose treatment is considered within the scope of a general dental practitioner would only be offered treatment on the undergraduate teaching programme, not with a member of specialist staff.

Patients who wish to seek primary care via the undergraduate teaching programme may self referral if waiting lists are not closed, by writing to the University of Bristol Dental School.

### Referrals for suspected cancer

Any referral for suspected cancer must be faxed directly to the Fast Track Office:

**0117 342 3266**

### Making a referral

Referrals must include sufficient patient information to enable the referral to be triaged to the most appropriate consultant. We will therefore return any referrals not containing this information, and not add the patients to a waiting list at this time.

To facilitate effective triage, referrers are recommended to include the following information in referral letters:

- Specialty/sub-specialty that patient is being referred to
- Referrer details
  - Name
  - Practice name
  - Address
  - Telephone number
- Date of referral
- Patient details
  - Name
  - Sex
  - Date of birth
  - NHS number
  - Address
  - Telephone number (daytime or mobile if possible)
  - Where referrer is not a GP, details of the patient's GP

- Medical history
  - Current medication
  - Significant history, including previous consultations for the same condition, name of consultant seen previously
  - Active problems
- Clinical information
  - Referral priority (urgent/routine)
  - Reason for referral
  - Preliminary investigations and results, as well as management appropriate to reason for referral
  - Information regarding special/social circumstances (Does patient have hearing, visual, mental health difficulties or mobility impairment? Is an interpreter needed?)

A standard referral form is attached. We ask that, where appropriate, this form is used to refer **all** patients to the Dental Hospital.

Referrals should be sent to:

Patient Access Team  
 Bristol Dental Hospital  
 Chapter House  
 Lower Maudlin Street  
 Bristol  
 BS1 2LY

It is not appropriate to send referrals via email, or to any other address within the Trust. BDH also accepts referrals to all sub-specialties via the Choose and Book website.

### **Specialty Specific referrals**

A number of our sub-specialties ask for further information when making a referral. Please see sub-specialty pages for details.

### **Waiting times**

All patients seen in Consultant-led services wait a maximum of 5 weeks for their initial consultation, and a maximum of 18 weeks from referral until treatment. Please ensure patients are prepared to be within these timescales, and do not refer patients who are not ready for treatment.

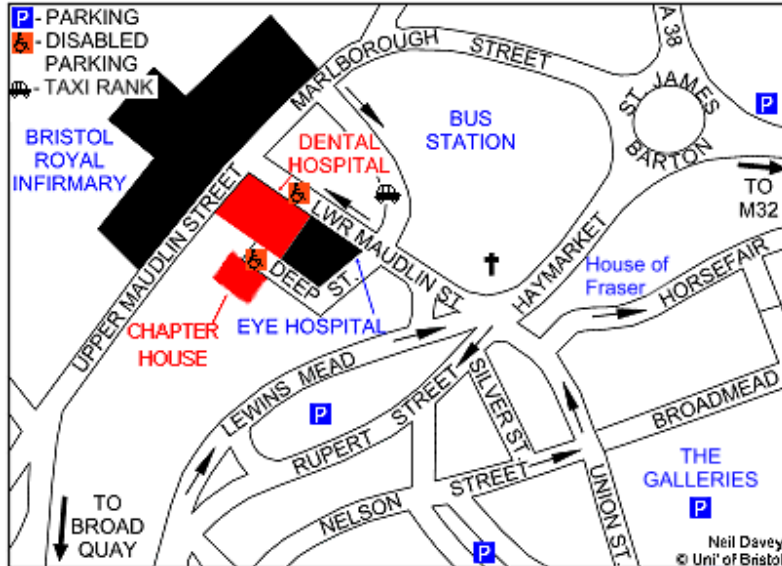
For more details on waiting times, please contact the Patient Access Team on:

0117 342 4226

0117 342 4386

## Information for patients

### How to find us



The entrance to the Dental Hospital is in Lower Maudlin Street, Bristol, near the bus station and Broadmead shopping centre. The Bristol Royal Infirmary is also close by, and we are next door to Bristol Eye Hospital.

### Disabled Access

The Dental Hospital has limited disabled parking at the rear of the hospital via Deep Street, as well as some at the front of the hospital. Unfortunately we cannot guarantee you a space. If you have problems parking please contact our main reception on 0117 342 4383 and we will do our best to help you.

There is a ramp at our main entrance for wheelchair users.

### Hospital free bus

A free Hospital Shuttle bus links with the city centre, Bristol Temple Meads Train Station and the Dental Hospital every half hour throughout the day.

### Public Transport

The bus station is approximately 100 yards away. Bristol Temple Meads is a short bus journey (numbers 8, 9 and the free Hospital Shuttle Bus) from the hospital.

Please note, we do not pay taxi or bus fares, unless you are a patient claiming Income Support or Family Credit. For further information, please contact 0117 342 2286.

### Car Parking

We regret that there is no car parking at the hospital. There are several multi-storey car parks nearby however. There is very limited public parking on Pay and Display near the Dental Hospital but there are a few multistorey car parks in the vicinity. There are Park and Ride schemes at Brislington and Long Ashton and the buses stop outside the House of Fraser on the Haymarket.

### Facilities

The nearest café for patients is in the Bristol Eye Hospital.

**What we do – information for patients**

Bristol Dental Hospital provides routine and specialist dental services for the South West. We have a patient catchment area extending from Birmingham to Southampton to Exeter.

In the 2007/08, the Dental Hospital saw more than 15,000 new patients. Some of these patients attended in an emergency, whilst others were referred by dentists or doctors.

We have a comprehensive range of specialist services led by nationally and internationally recognised Consultants. We have seven departments altogether, including:

- Orthodontics
- Paediatric Dentistry
- Restorative Dentistry
- Radiology
- Oral Surgery
- Maxillofacial Surgery
- Pathology

We also train Dental Nurses, Dental Technicians and Dental Hygienists in our School for Dental Care Professionals.

Students will be present at the clinics and as part of their training carry out much of the treatment, closely supervised by highly qualified dental staff.