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Restorative dentistry – new patient clinic
You have been referred to the Restorative Dentistry Service for an assessment regarding a specific dental problem, and this leaflet provides information about your first dental appointment. If you have any further questions or concerns, please contact us (details on the back of this leaflet).
The acceptance criteria: what services do we provide?
We provide a comprehensive treatment planning service for all patients referred into hospital from their dentists. This includes patients who need a second opinion or a pain diagnosis. Following this appointment, patients are discharged back to their dentist for treatment.

A limited treatment service is also available for certain ‘high priority’ groups of patients who require complex care including:
- head and neck cancer patients who require treatment following surgery and/or radiotherapy to their jaws
- patients with cleft lip and palate, hypodontia and other dental developmental defects
- patients who have suffered severe dental trauma.

What to expect at my appointment? Do I need to bring anything?
You will be seen by a restorative consultant and/or one of their team in a side room or on a larger, open clinic.

Following the first discussion, an examination will be done as well as x-rays, if required. Your treatment options will be discussed and a plan agreed. Please bring details of any medication you are currently taking.

How long will my appointment last?
Our clinics can be very busy, so your whole appointment can take up to three hours or more, so please set aside enough time for this. The appointments take place from Monday to Friday, 9am to 5pm.

Due to the high demand for this service, if you reschedule your appointment more than once, fail to attend an appointment, or fail to provide at least 24 hours notice before cancelling an appointment, you will be discharged from the service, back to the care of your dentist.

Will any treatment be carried out on the day of my new patient appointment?
No. This appointment is for an assessment and treatment planning only.

What do I do if I experience pain while waiting for my appointment?
If you experience pain while waiting for your new patient appointment, you should arrange to see your dentist for an emergency appointment.

If I need treatment, who will carry this out?
After this appointment, most patients will be discharged back to their own dentist with a suggested treatment plan or with the advice to seek treatment with a specialist in practice. This specialist treatment may not be available on the NHS.

This usually includes patients who present conditions such as:
- tooth wear
- failing veneers, crowns and bridges
- primary dental disease, including dental decay and gum disease
- problems with implants placed outside of the hospital.

What will happen after my appointment?
Following the appointment, a letter containing a full report of your assessment and the suggested treatment plan will be sent to your dentist. A copy of this letter will also be sent to you, and once you have received this, we would recommend that you organise an appointment with your dentist to discuss the proposed plan.

If you or your dentist have any queries, these can be directed to the new patient referral unit, whose details can be found on the back of this leaflet.
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