

General Dental Services – Monthly News Sheet

Dear Colleagues

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GDSMonthlyNewsSheet@hscni.net

The Dental Team

April

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Use of Interpreting Services in General Dental Services

There are ethical and legal reasons why patients who do not have proficiency in English language should be provided with an interpreter. Friends, relatives or other persons should not be used as interpreters unless for very routine administrative tasks such as setting up an appointment.

Telephone and Face to Face interpreters may be accessed free of charge for Health Service patients (not private) using HSCB approved service providers:

The Big Word - Telephone Interpreting: Used for routine dental appointments less than 30 minutes. The Big Word is accessed on 0800 757 3053. You will need your practice Access Code and a Language code (use weblink at the bottom of the page for details) .

NIHSCIS - Face to Face Interpreting: Generally used for appointments over 30 minutes and more complex appointments. NIHSCIS interpreters are booked in advance by emailing a booking form (click on weblink below for booking form).

For further guidance on using an interpreter, to set up a Big Word access code for your practice, for language codes, for the NIHSCIS booking form and for other tips on using the services please refer to the Interpreting Services webpage in the Dental Section of the BSO website at the following link:

<http://www.hscbusiness.hscni.net/services/2730.htm>

New Belfast HSC Trust Dental Services Webpage

The Dental Services section of the Belfast Trust website has been updated and now provides useful information for patients and practitioners alike including:

- How to access routine, emergency and community dental care
- Contact details for a range of specialist services in the School of Dentistry, The Royal Belfast Hospital for Sick Children and in Community Wellbeing and Treatment Centres across Belfast.
- Referral criteria and referral forms for a range of specialist dental care services
- Patient leaflets

The site can be accessed at the following link:

<http://www.belfasttrust.hscni.net/services/DentalServices.htm>

Learning from Serious Adverse Incident re Communication and Reconciliation of Combination Antiplatelet and Anticoagulation Therapy

The learning letter at the following link describes an incident which, although it occurred in a Trust Hospital setting, is still relevant to General Dental Practitioners.

http://www.hscbusiness.hscni.net/pdf/SQR-SAI-2016-020_AS_PHC_-_Communication_and_reconciliation_of_combin....pdf

The SAI involved a patient suffering from a Myocardial Infarct who was receiving combination antiplatelet and coagulation therapy. The unfortunate sequence of events highlights :

- The need to take and record contemporaneous Medical Histories (MHs) in patient notes
- The need to include clear and accurate details of MHs in referral letters
- That clinicians to whom referrals are made should read the referral letter and where necessary, seek clarification before commencing treatment.

Feedback. We would appreciate your comments and/or queries regarding the Monthly News Sheet. Please send them by email to:

GDSEMonthlyNewsSheet@hscni.net or telephone 028 9536 2608.