Guidance on NHS 111 Directory of Services for dental providers

Please contact england.primarycareops@nhs.net for contact details of your local Directory of Services lead who will be able to update your profile for you.

The NHS 111 Directory of Services (DoS) is used mainly by NHS 111 health advisors following an initial telephone-based symptom assessment (using NHS pathways algorithms), to signpost callers to appropriate local services for further assessment, advice or treatment. Because this involves an automated search, and the results are accessed by non-clinicians, information on the DoS is subject to a high level of governance. DoS teams across England work closely with service providers, Local Area Teams and CCG commissioners to obtain accurate information, as well as with CCG clinical leads to make sure that service profiles are clinically safe.

The DoS has the capability to signpost or refer NHS 111 callers to dental services:

- Signposting involves giving the caller the address and telephone number, so that they can make contact themselves either by phone or attending in person (this is particularly the case with signposting to Emergency Departments)
- Referral involves sending the case details electronically to a specific dental service, which means that the caller will receive a call back from a dental nurse, or is expected to visit that service within a specific timeframe for advice or treatment.

Although dental services do not currently have direct access to their information on the DoS, they still need to make sure that any changes are communicated to their Local Area Team and/or DoS team. This is particularly important with public holiday rota information, telephone numbers and email addresses.

The DoS template holds important information that will be used by the NHS 111 health advisor. This is a combination of final advice to be given to the caller, and instructions for the health advisor about what to do just before they close the call. The text needs to be clear and easy to understand. An example for a London out-of-hours dental provider is:

1. DO NOT PROVIDE THIS ADDRESS OR PHONE NUMBER TO PATIENTS – they will receive a call back from the service within 2 hours.

2. Inform the patient that the service will call them and will discuss the patient's needs and service options.

3. This service will aim to offer an appointment within 48 hours subject to availability and, if not, will provide information on alternative services.

4. Patients should check any costs or eligibility for free treatment before attending.

Note: Local commissioning arrangements and clinical governance considerations MUST be taken into account before the clinical profile examples below can be used.

Problems caused by incorrect Dos entry

1. Dental service DoS profiles that are incorrect for out-of-hours dental services have led to complaints from patients, as they have been referred to services that appear to be open according to the DoS but in actual fact the service no longer operates or is closed.

2. Patients can suffer a poor experience if they are directed to the right service too close to closing time as the dentist may not have enough time to treat the patient, and the patient may be turned away. It's essential to include in your profile when the last referral from 111 would allow for sufficient treatment time.

3. A child patient was recently taken by ambulance to an emergency department for tooth ache on a Saturday. The emergency department did not have any staff that could carry out a dental assessment and the patient was discharged and advised to see a regular general dental practitioner by the emergency department staff. The emergency department staff had not noticed the swelling, which later spread and resulted in the patient being admitted on the Monday as an in-patient. This case could have been avoided if the child had been correctly assessed and treated when they first presented.

Dental DoS Templates

Example 1) – Routine Dentist

symptom groups
dental bleeding -> PC bleeding post dental procedure
dental bleeding -> PC full dental assessment and prescribing capability
health and social information -> PC dental practice, location information
locked jaw -> PC full dental assessment and prescribing capability
mouth ulcers -> PC full dental assessment and prescribing capability

nhs pathways in house clinician -> PC full dental assessment and prescribing capability
other dental problems - fillings, crowns bridges, appliances etc -> PC Dental Brace Problem
other dental problems - fillings, crowns bridges, appliances etc -> PC full dental assessment and prescribing capability
predetermined management plan -> PC full dental assessment and prescribing capability
toothache after dental injury -> PC dental trauma, tooth avulsion
toothache after dental injury -> PC full dental assessment and prescribing capability
toothache without dental injury -> PC Dental Brace Problem
toothache without dental injury -> PC full dental assessment and prescribing capability
dispositions
DX17: To Contact a Dental practice within 1 hour
DX18: To Contact a Dental practice within 2 hours
DX19: To Contact a Dental practice within 6 hours
DX20: To Contact a Dental practice within 12 hours
DX21: To Contact a Dental practice within 24 hours
DX22: To Contact a Dental practice within 5 working days
DX23: Contact Orthodontist next working day
DX45: Service Location Information
DX88: Speak to a Dental practice within 2 hours

Example 2) – Out-of-hours/urgent dental triage

symptom groups
dental bleeding -> PC bleeding post dental procedure
dental bleeding -> PC full dental assessment and prescribing capability
locked jaw -> PC full dental assessment and prescribing capability
mouth ulcers -> PC full dental assessment and prescribing capability
nhs pathways in house clinician -> PC full dental assessment and prescribing capability
other dental problems - fillings, crowns bridges, appliances etc -> PC full dental assessment and prescribing capability
predetermined management plan -> PC full dental assessment and prescribing capability
toothache after dental injury -> PC full dental assessment and prescribing capability
toothache without dental injury -> PC full dental assessment and prescribing

capability
toxic ingestion/inhalation/overdose -> PC full dental assessment and prescribing capability
dispositions
DX17: To Contact a Dental practice within 1 hour
DX18: To Contact a Dental practice within 2 hours
DX19: To Contact a Dental practice within 6 hours
DX20: To Contact a Dental practice within 12 hours
DX21: To Contact a Dental practice within 24 hours
DX88: Speak to a Dental practice within 2 hours

Example 3) – Emergency Department with maxillofacial facilities

symptom groups
dental bleeding -> ED bleeding post dental procedure
dental bleeding -> ED full ED assessment and management capability
dental bleeding -> PC full Primary Care assessment and prescribing capability
dental injury -> ALL assault, sexual
dental injury -> ED full ED assessment and management capability
toothache after dental injury -> ALL assault, sexual
toothache after dental injury -> ED full ED assessment and management capability
toothache after dental injury -> PC dental trauma, tooth avulsion
toothache without dental injury -> ED full ED assessment and management capability
toxic ingestion/inhalation/overdose -> ED full ED assessment and management capability
toxic ingestion/inhalation/overdose -> PC full Primary Care assessment and prescribing capability
dispositions
DX02: Attend Emergency Treatment Centre within 1 hour
DX03: Attend Emergency Treatment Centre within 4 hours
DX45: Service Location Information
DX94: Attend Emergency Treatment Centre within 1 hour for Sexual Assault Assessment