

## **NHS ORAL SURGERY - FREQUENTLY ASKED QUESTIONS**

### **Why have I been given an appointment with Oral Surgery Ltd?**

Some dentists happily perform extractions and surgical procedures. Others prefer for their patients to be managed by experts in the field such as Specialists or those who have extensive training and experience. Our surgeons have been accredited by the General Dental Council or NHS England as having the skills and experience in Oral Surgery beyond that expected from a routine dentist.

### **How much will I be charged by Oral Surgery Ltd?**

Nothing. We do not collect any charges from patients.

### **I'm no longer in pain as the antibiotics the dentist gave me seem to have worked. So, can I postpone my appointment?**

Antibiotics do sometimes temporarily treat symptoms arising from an infected tooth, but unless the source of the problem is dealt with, the symptoms are likely to return. A period when the symptoms have disappeared is the ideal time to perform the treatment. It would be most unfortunate if you decline an opportunity for treatment only for the symptoms to return at a future time when appointment slots may not be available. Repeated use of antibiotics cause resistance, meaning they may not work for other more serious conditions if you need them in the future. We strongly recommend that you address the cause of your symptoms by having your treatment performed at the soonest possible opportunity, whether you are suffering symptoms or not.

### **Where will I be seen?**

Oral Surgery Ltd hires clinical space from a number of dental practices across London and The South Coast of England in order to offer convenience with a choice of locations to our patients. The practices are merely our hosts but have been through a thorough accreditation process. All communications should therefore be with Oral Surgery Ltd rather than the dental practice. You will not be registered as a patient with the dental practice, so they do not have access to any of your records and will therefore be unable to assist you with any queries.

### **So am I not going to a hospital?**

No. This appointment will not take place in a hospital. It will take place at one of our clinic locations which are based within a dental practice. You will be seen by the same type of clinician that you'd expect to see in a hospital, namely an Oral Surgeon, so you will receive the same level of care. It's just a way to make treatment more accessible and convenient for patients.

### **Is my appointment just for a consultation or for treatment?**

Your dentist has referred you to our care to undergo a specific type of treatment and have supplied us with all the relevant information including your medical history and copies of appropriate x-rays. This means that in most cases we are able to carry out the requested treatment at the same appointment in the interests of efficiency and convenience.

### **What should I expect at my appointment?**

Our team will endeavor to complete your care during the one appointment. With our experience, there will be ample time to make a full assessment, discuss the treatment options with you and answer all of your questions prior to going ahead and completing the treatment. If you do feel that you would prefer the treatment to be postponed to a subsequent visit, then that is of course your prerogative, and we would be happy to accommodate your needs.

### **Do I need to stop taking my medication?**

Unless you have been told by your GP or called by us to tell you to stop, then you MUST NOT stop taking your medication.

### **Will it hurt?**

No of course not, once the anaesthetic is in. We use fast acting local anaesthetic and will make sure you are fully numb before starting any treatment. You may feel pushing, leaning, and pressure but you will feel no pain during the procedure. We will advise you on the appropriate use of painkillers such as paracetamol or ibuprofen for when the numbness wears off. The area will be sore for a few days after the procedure whilst it is healing. This is to be expected, exactly as it would be if you were having surgery anywhere in your body.

### **Will I be knocked out/put to sleep?**

As stipulated by the NHS service specification, all treatment is carried out under local anaesthetic (a small scratch inside the mouth, similar to what you'd expect with a normal dental procedure such as a filling). There is rarely any reason why a general anaesthetic (putting you to sleep) would be necessary for a minor oral surgery procedure, and often the risks of this type of anaesthetic far outweighs the need for it in such a scenario. People are often surprised at the ease of this type of procedure. As you are being seen by an oral surgeon, you are in exceptionally skilled hands. We have advanced training and experience in oral surgery and have been accredited by NHS England as having the enhanced skill in this field, beyond that expected of a routine dentist. Oral surgery is what we do day-in-day-out and we have access to a more advanced level of equipment to make the procedure as straightforward and as comfortable as possible.

If you are very nervous, we would suggest you come along to your appointment to discuss the procedure with the surgeon directly and see how you feel once provided with all the relevant information in detail. No-one will force you to go ahead and if you feel you can't cope under local anaesthetic at this visit, we can then make a plan for what happens next. This could mean re-referring you to hospital for assessment and treatment under sedation or general anaesthetic. Please note that hospital waiting lists are very long and you may be waiting several months for an appointment. The surgeon will also be able to inform you about any private options available to you.

### **How long will the treatment take?**

We suggest you allow yourself up to 2 hours at the location. This does not mean you will be undergoing treatment for this whole time. It is to allow for any commonly occurring unscheduled delays we sometimes have in our day such as having to accept extra emergency patients. Generally, you will be in the treatment and consultation room for no longer than 30 minutes. We try our best to keep clinics running to time, however sometimes delays do occur. In some cases, we may ask you to sit and wait following your procedure to monitor your recovery. Our service is very similar to A&E, where you are asked to come at a certain time, and you will be called in sometime over the following two hours. Please bring some light entertainment such as some interesting reading material with you to use while you are waiting.

### **Will I be able to drive afterwards?**

If your procedure is being carried out under local anaesthetic (a small scratch inside the mouth, the same as you'd expect with a normal dental procedure such as a filling), you will be fine to drive afterwards. If your procedure is being performed using intravenous sedation, then you cannot drive for at least 24 hours.

### **Do I need to bring someone with me?**

If your procedure is being carried out under local anaesthetic you will be fine to leave unescorted. If you want to bring someone with you for support, you are very welcome to do so. If your procedure is being performed using intravenous sedation, then you must bring a responsible adult escort with you who must not be responsible for anyone else.

### **What is the recovery time?**

Most people are fine to return to their normal activities straight away, however we will ask you to take it easy for the first 48 hours to help the healing process, so you will need to avoid strenuous activity during this time. It is reasonable to expect some minor discomfort for the first few days and this can be managed with over-the-counter pain-control medication.

### **Should I take time off work?**

It depends what you do for a job. If you have a very physical strenuous job, it would be advisable to take the following day off. If your job requires face to face interactions or lots of talking then you may wish to have a day off to recover. Most people are fine to return to work relatively quickly, but you may just want to see how you feel.

### **Will I need to see you again after my treatment?**

In most cases, you will be discharged back to the care of your referring dentist once the oral surgery procedure has been completed. However, should you require any follow up care directly related to the treatment we have provided, we may recommend a further appointment.

### **I'm going on holiday soon. Will I be okay to fly?**

In most cases it is fine to fly after treatment. Only in advanced cases of surgery involving upper teeth could you possibly have involvement of your sinuses therefore may get sinus pain when experiencing pressure changes in an aeroplane. Please discuss this with your surgeon at your appointment who will be the best person to advise you on this.

### **What if I need to change or cancel my appointment?**

That's no problem. Please let us know on 03301229382 or by e-mailing [oral-surgery-ltd@dentallymail.co.uk](mailto:oral-surgery-ltd@dentallymail.co.uk) and we'll re-arrange everything to your convenience. Please do give us at least 24 hours notice though, as this will give an opportunity for another patient on the waiting list to be offered your slot.

### **What if none of your locations are suitable for me?**

The clinic locations offered are where we are located and are therefore the only options we can offer to you. Being referred to us should be thought of in the same way as being offered a hospital outpatient appointment and it is not unreasonable to expect to have to travel across town to be seen by the type of expert you need. If you are unable to travel to any of our locations then you could perhaps speak to your dentist again about referring you to another more conveniently located provider, if indeed such a provider exists.

### **How can I offer an opinion?**

We welcome feedback and suggestions at any time during your care. Patients often wish to be filmed for a brief video recording to inform other patients of their experience. If you would like to volunteer for a quick interview, it would be greatly appreciated, so please do let us know at any time. We do not use patients' names when filming.

### **How can I contact Oral Surgery Ltd?**

If you have any questions or concerns, please contact Oral Surgery Ltd, preferably by e-mail via [oral-surgery-ltd@dentallymail.co.uk](mailto:oral-surgery-ltd@dentallymail.co.uk) or alternatively by phone on 03301229382 during normal working hours.

### **How can I get further information?**

By visiting our website and Facebook page