

**The Family Dental Practice**

**J. Pashazadeh**  
**Dental Surgeon & Associates**  
129-131 High Road  
Wood Green  
London  
N22 6BB  
Tel: 0208881 0495  
Tel: 0208881 6698

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**SIMON CORDELL**  
**109 BURNCROFT AVENUE**  
**ENFIELD**  
**EN3 7JQ**

Dear CORDELL

We are writing to advise you that your check up is now due.

Please call the practice to your earliest convenience to make a suitable appointment.

With compliments.

Yours sincerely

The Family Dental Practice

Ref: DWB/JT/4663127Q

Dr AA CHOWDRY  
Dental Surgery  
195 High Street, Enfield  
Middlesex  
EN3 4DZ

Department: 020 7188 7477  
Fax: 020 7188 7486  
Main Switchboard: 020 7188 7188

04 March 2015

Clinic Name: **Dental F21 PG Annexe**  
Consultant: **BARTLETT**  
Clinic Date: **04 March 2015**

Dear Dr CHOWDRY

Re: **MR SIMON CORDELL**

Hospital No: **4663127Q**

Address: **109 BURNCROFT AVENUE, ENFIELD, MIDDLESEX, EN3 7JQ**

Date of Birth: **26-01-1981**

NHS No: **4340961671**

Thank you for asking me to see this patient he was seen on my clinic on the 4<sup>th</sup> March. The patient presented a few years ago following trauma to his upper anterior region and it was agreed to provide bridges. Sadly he was unable to attend and since this time his upper anterior teeth remain unrestored. The UR2 has a crown preparation and is unrestored and the UL3 has a composite. Elsewhere his mouth is a reasonable condition but there are increased probing depths in the molars in the upper jaw approaching 5-6 mm. It is important that this is reduced and treated prior to any intervention on his upper anterior teeth. I would therefore be grateful if you would give him oral hygiene instruction and hygiene and then ensure that the probing depths have reduced in which case I would be happy to see him again with a view to apply for implants. In the intervening period he would like an upper denture to replace the upper anterior teeth and I would be grateful if you would provide that.

Kind regards

Yours sincerely,

*Professor David Bartlett*  
*Consultant in Restorative Dentistry*

Copy patient

*Could you please make sure that these 2 pages are added to Simon Cordell's records and his dentist see it.*



Guy's Hospital  
Great Maze Pond  
London SE1 9RT

St Thomas' Hospital  
Westminster Bridge Road  
London SE1 7EH

Mr Simon Cordell  
109 Burncroft Avenue  
ENFIELD  
Middlesex  
EN3 7JQ

Dental Appointments: 020 7188 8006  
Main switchboard: 020 7188 7188

NHS number: 4340961671  
Hospital number: 4663127Q

26 February 2015

Dear Mr Cordell

You are currently on the Dental outpatient waiting list for an appointment at Guy's and St Thomas' NHS Foundation Trust.

We have tried to contact you by telephone but have been unable to do so. We would therefore be grateful if you would contact the department by calling **020 7188 8006** to agree a suitable time and date for your appointment.

Please also have the name and address of your GP, your contact telephone numbers and details of any other appointments or holiday plans with you when you call.

If we do not hear from you within two weeks of the date of this letter, we will assume that you no longer need the appointment and we will remove your name from the waiting list.

Yours sincerely

Dental Appointments Administrator

Guy's and St Thomas'



NHS Foundation Trust

Main Switchboard: 020 7188 7188

PRIVATE & CONFIDENTIAL  
MR SIMON CORDELL  
109 BURNCROFT AVENUE  
ENFIELD  
MIDDLESEX  
EN3 7JQ

Ref: JT/4663127Q

05 March 2015

As a result of the Trust's implementation of the Department of Health's Copying Letters policy we enclose a copy of the letter sent from the hospital regarding your care.

Should you not wish to receive copies of letters in the future, please advise a member of staff in the outpatient clinic or the clinician that sees you.

Could you please make sure that these  
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FL21 Dental Multidisciplinary Postgraduate  
Annexe Appointments: 020 7188 8006  
Email: [Dentalappointments@gstt.nhs.uk](mailto:Dentalappointments@gstt.nhs.uk)

Main switchboard: 020 7188 7188

Your NHS number: 4340961671  
Your hospital number: 4663127Q

2 March 2015

Dear Mr Simon Cordell

**Appointment with FL21 Dental Multidisciplinary Postgraduate Annexe**

We have booked the earliest available appointment for you to attend a dental clinic at Guy's Hospital. Please be advised that this appointment is for an initial assessment only.

Appointment details:

**Date:** Wednesday 4th March 2015  
**Time:** 9:30 am  
**Clinic:** FL21 Dental Multidisciplinary Postgraduate Annexe  
**Address:** Floor 21, Lift/Stairs A, Tower Wing (Purple Zone), Guy's Hospital  
**Under the care of:** Dr. W Bartlett

If you need to change this appointment, please contact us as soon as possible by e-mail [Dentalappointments@gstt.nhs.uk](mailto:Dentalappointments@gstt.nhs.uk) or on one of the telephone numbers given above.

Please note, due to extremely high demand for our services, 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.

More information about this visit is enclosed. Further information, including travel advice, is also available on our website ([www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)).

Yours sincerely

Appointments Administrator  
Tel: 020 7188 8006  
Email: [Dentalappointments@gstt.nhs.uk](mailto:Dentalappointments@gstt.nhs.uk)

Allie

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**To: SIMON CORDELL**  
**109 BURNCROFT AVENUE**  
**ENFIELD**  
**EN3 7JQ**

Dear CORDELL

We are writing to advise you that your check-up is now due.

Please call the practice to your earliest convenience to make a suitable appointment.

With compliments.

Yours sincerely

**The Family Dental Practice**

**J. Fashazadeh**  
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With compliments.

Yours sincerely

*KEP gws hospital*

Mr Simon Cordell  
23 Byron Terrace  
Hertford Road  
LONDON  
N9 7DG

Guy's Hospital  
Great Maze Pond  
London SE1 9RT

25th June 2008

NHS Number: 4340961671  
Hospital Number: 4663127Q

Dear Mr Cordell,

**Re: Dental Outpatient appointment**

This is to confirm your outpatient appointment in FL26 Restorative Dentistry under the care of Miss S Watkins. The details are as follows:

**Date: Wednesday 20th August 2008**

**Time: 1:30 pm**

**Location: 26th Floor, Lift/Stairs A, Tower Wing**

**Consultant: Miss S Watkins**

The clinician you see may not be that named above but will be a member of his or her team.

Please note that if you fail to attend your appointment without telling us beforehand you will be removed from our waiting list and discharged back to your General Practitioner/General Dental Practitioner.

If you are unable to attend your appointment or no longer need to come to hospital, please contact the New Patient Referral Unit on **020 7188-8006** or via e-mail at **DentalNPRU@gstt.nhs.uk** and let us know as soon as possible.

Yours sincerely,

Waiting List Co-ordinator

Dentist

**Unit of Restorative Dentistry**

Guy's Tower, Floor 26

Dear Dentist

Thank you for referring your patient to the Restorative Dentistry Group at Kings Dental Institute at Guy's and St Thomas Hospitals. Unfortunately, we are unable to accept the referral because:

- (a) There is insufficient clinical information about your patient for us to assess this referral.
- (b) There appears to be no clinical indication for the patient to receive specialist dental treatment at a hospital. If this should not be an accurate interpretation of your letter, please re-refer with detailed clinical reasons. We recommend that you refer your patient to another colleague within the general dental services or to the Community Dental Service. Our guidelines for referral are available on <http://www.guysandstthomas.nhs.uk/services/ambulatory/dental/dental.aspx>. If however, you only require an opinion, please re-refer the patient.
- (c) Our normal policy is not to accept patients for replacement of veneers, crowns or bridges. Please re-refer if you wish us to see your patient to provide advice on such replacements and please let your patient know that the consultation is for advice only.
- (d) From your letter it appears that although this patient requires specialist treatment, they do not fall within our guidelines for hospital treatment. I would therefore advise a referral to a Specialist either in Practice or in the Community Dental Service, if available. A list of specialists is available on the GDC website [gdc-uk.org](http://www.gdc-uk.org). If however, you only require an opinion, please re-refer the patient.
- (e) The clinical condition of your patient does not appear to fall within the guidelines for implant treatment under the NHS at this Institute. These guidelines are available on page 628 of the above website.
- (f) From your letter, it appears that this patient requires general dental care. If they would like to be considered for treatment on the undergraduate student clinic, please ask them to telephone 0207 188 9282 for an assessment clinic appointment. Please note that we cannot guarantee that they will be suitable for student treatment.

We are very sorry we are unable to help.

Yours sincerely

RESTORATIVE DENTISTRY GROUP  
KING'S DENTAL INSTITUTE

Copy:

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Dental Surgery  
195 High Street, Enfield  
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Please note, due to extremely high demand for our services, 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.

More information about this visit is enclosed. Further information, including travel advice, is also available on our website ([www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)).

Yours sincerely

Appointments Administrator  
Tel: 020 7188 8006  
Email: [Dentalappointments@gstt.nhs.uk](mailto:Dentalappointments@gstt.nhs.uk)

**Information for New Patients about Staff and Student Care at the Dental Institute**

**Dental Services**

The Dental Hospital at Guy's and St Thomas' NHS Foundation Trust is part of the Dental Institute which brings together Guy's and St Thomas' NHS Foundation Trust with King's College Hospital NHS Foundation Trust and King's College London.

The Dental Hospital has responsibility for the training and education of dental undergraduates, postgraduates and other professional groups supporting dentistry. To support their training, routine dental care may be provided by our dental students or trainee dental hygienists. If this is the case, the consultant in charge of the clinic will assess your condition and decide whether you are suitable to have your dental care managed by a trainee. You will then be asked if you wish to receive treatment by a student. If you decide not to accept the offer of treatment by a student, there is a possibility that the hospital will not be able to offer you non-specialist dental care.

Dental clinics are situated either in **Tower Wing at Guy's Hospital** or the **Dental Polyclinic at St Thomas' Hospital**. The location of your clinic will be clearly stated in your appointment letter. **Please check carefully which hospital you are due to attend.**

**Staff Clinics**

The Dental Hospital staff clinics provide only highly specialised opinion and treatments, which cannot otherwise be provided in general or community dental practices.

**Student Clinics**

The hospital offers the opportunity for general dental care by students. Your treatment may be provided by a number of dental students, depending on the treatment needs. In order to qualify for this service you cannot be undergoing Dental treatment elsewhere or be registered with a General Dental Practitioner in the community. The service is accessed via booking and attending an assessment clinic appointment. After the initial appointment you will be informed whether treatment will be available in the student clinics. All student care is provided under close supervision from senior dental staff.

**New Patients to the Dental Hospital**

Please note all new appointments are for initial assessment only. You will need to be prepared to spend up to **3 hours** or more for all investigations to be carried out. You will then be advised whether treatment can be offered. You may therefore wish to bring some reading material with you to ease the wait.

**Medical History**

The aim of your first appointment is to make a provisional diagnosis of your condition. Hence it is essential for us to take a thorough history of your problem as well as documenting your medical history. Please bring with you any information regarding your medical history that

may be relevant, including details of any medication that you have been prescribed by your doctor, dentist or hospital specialist. If you are taking **Warfarin** please bring your **INR booklet** with you. A medical history will be taken, followed by an examination which may include X-rays and other specialist tests.

### **Who you will see**

A senior clinician, who is responsible for your care will see you. In most cases, this will be a consultant or a member of their team.

### **Children attending the Dental Hospital**

All children under the age of 16 **must be** accompanied by a parent or legal guardian as parental consent is required before any procedure, including x-rays, may be carried out. **Please note that siblings, a relative or family friend cannot give consent, even if they hold a letter of authorisation from the parent legal guardian.**

You should where possible bring along any **x-ray pictures of your child's teeth** taken recently by your dentist. This may avoid repeating unnecessary x-rays or having to postpone treatment decisions until these x-rays can be sent to us and will also help to reduce the waiting time on the day of your visit.

### **Failure to attend new appointments**

Due to high demand for our services, please be advised that you will not receive another appointment if you fail to attend a consultation appointment without notifying us at least 24 hours in advance or if you reschedule your appointment more than once. To cancel or re-arrange a consultation appointment, please contact the Appointments Centre on 0207 188 8006 or via e-mail at [dentalappointments@gstt.nhs.uk](mailto:dentalappointments@gstt.nhs.uk)

### **Interpreters**

If you need an interpreter for this appointment, please ring the number on your appointment letter to arrange one or call the language support team on 0207 188 8815 or e-mail [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### **Patient Transport**

If you think you may be eligible for transport please contact the Patient Transport Assessment Team on 0207 188 2888.

### **Car Parking**

Disabled parking is available on both sites. Other car parking is very limited and we encourage you to travel by public transport. Detailed travel information is available on our website at [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk) or from our Knowledge and Information Centre (KIC) on 0207 188 3416 or e-mail: [kic@gstt.nhs.uk](mailto:kic@gstt.nhs.uk)

You will be provided with more information regarding your treatment on your visit to the department.

**Please complete the enclosed Patient Registration Questionnaire and Medical History forms and bring these with you when you attend your appointment.**