

**NHS England & NHS Improvement – Midlands
Direct Commissioning Directorate**

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Addressed to GPs in East Midlands

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Dear Colleague

Re RMS (REGO/FDS), IMOS and UDCs

First of all, may I take this opportunity on behalf of the East Midlands Oral Surgery MCNs, to thank you all for your continued support for the system enabling the appropriate care of our patients at this difficult time.

At our last meeting, there was some concern expressed regarding the provision of IMOS and access to services via Referral Management System (Rego and FDS). It was recognised, there is difficulty for some of the Acute teams to provide as much provision as previously. We are assured that the referrals are being appropriately triaged and any very urgent cases will be pulled out and seen, however, the majority will need to be added to a waiting list and be dealt with when restoration of those services is more fully up and running. The IMOS providers will still reject inappropriate referrals, but any appropriate ones will be added to the waiting lists for future management.

At the same time, the Urgent Dental Centres (UDCs) are experiencing an increase in referrals for MOS provision, some undoubtedly for urgent action but a significant amount are for procedures that could wait and would be more appropriately sent via REGO/FDS routine IMOS pathway.

As in the past there is an expectation that all tier 1 procedures would be undertaken by the contract holder if not the individual provider. Some IMOS services are reporting an increase in tier 1 simple extractions, which will invariably be more quickly dealt with in primary care. IMOS providers and Trusts will be rejecting these referrals as there is no capacity at present to undertake anything other than the most urgent procedures.

Most trusts will, however, be willing to provide advice and guidance through dialogue on the REGO/FDS system which may help you in deciding the best course of action for your patient. Use of the option on REGO/FDS to send pictures can assist with this.



Please can I ask you to consider the situation that we find ourselves in and to refer via the appropriate pathway and to advise patients of the current difficulties and manage their expectation.

A patient with an impacted 8 and an associated infection that has settled with Antimicrobial therapy is not necessarily in need of an urgent referral to a UDCs and providing they do not have another exacerbation of the infection would be appropriately dealt with via REGO/FDS.

On the other hand, a patient with a severely broken down tooth in constant pain requiring surgical removal, may be more sensibly sent through the UDC pathway. In some cases it will be worth considering other options such as sending a trigeminal neuralgia patient to their GP as they are likely at present to get a quicker assessment and advice via this route than through a local oral surgery department.

There is limited access to IMOS via most UDCs but we need to keep this access for those patients in urgent need, if the patient can wait for their definitive care under your supervision, then please send it via REGO/FDS for the IMOS service. Please find attached the TMJ guidance for your attention and that conservative measures, including bite splint provision, are instigated prior to considering a referral.

If you suspect the patient has oral cancer, please can you refer via the 2 week wait cancer pathway. Please note this pathway is only for suspected cancer referrals and any inappropriate referrals will be rejected.

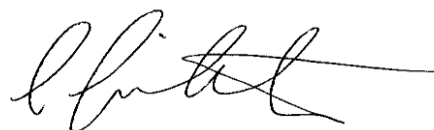
We have been working with FDS to reinstate the routine IMOS pathway for Leicestershire, Rutland, Lincolnshire and Northamptonshire to support managing referrals and it has been agreed this pathway will be operational from 10 August 2020. Access to REGO IMOS pathway is available to enable routine referrals to be submitted.

We will keep you updated on any pathway changes and would like to take the opportunity to thank you again for your continued support.

Yours Faithfully



James Gallagher
Oral Surgery MCN Chair
LLR, Lincolnshire & Northants



Andrew Sidebottom
Oral Surgery MCN Chair
Derbyshire and Nottinghamshire