

Dental services for patients with inherited bleeding disorders (IBD)

Information for patients, relatives
and carers

Introduction

This leaflet provides information about dental services and treatment for people with inherited bleeding disorders. It explains what you can expect at your appointment and what support your haemophilia centre will provide. If you have any questions please speak to your haemophilia nurse or doctor.

Haemophilia services

Dental care is important for everyone, but it is particularly important for people with haemophilia and related inherited bleeding disorders. Oral health impacts overall health and good, preventative and restorative dental care reduces the need for more invasive procedures.

Haemophilia services in north London are provided by the North London Adult Haemophilia Network. The network provides access to specialist dental services at:

Royal London Hospital

The specialised dental services for haemophilia patients within the North London Network are based at the Royal London Hospital.

What each hospital in the network offers

Barts Health Dental Hospital

This state-of-the-art hospital is run by leading specialists in dental and oral healthcare. They offer first-class dental care to patients from across London and the surrounding counties.

In addition to emergency dental care, they provide treatment for a range of oral health issues, both routine and specialist.

The Royal London Dental Hospital

This hospital provides care for patients with inherited bleeding disorders who need invasive dental treatment which requires:

- haemostatic support like pre-operative advice, and
- treatment from the haematology team such as dental extractions, treatment for gum disease or treatment where the choice of local anaesthetic may pose an increased bleeding risk

We also provide a consulting service for dentists who are routinely looking after patients with inherited bleeding disorders and need specific advice or help with diagnosis or treatment.

We encourage all patients to visit their own dentists for regular check-ups. However, we also have a good relationship with your local dentist so that you can benefit from being directly referred for specific types of treatments when you need them.

If you already have your own dentist, please show them this leaflet so they will know the North London Adult Haemophilia Network Dental Service is here to support them and how they can contact us.

Your first appointment at The Royal London Dental Hospital

You may be referred by your haemophilia centre or your local dentist. The haemophilia centre's dental team will send all of the information about your bleeding disorder to the hospital.

When you arrive please report to the reception desk on the floor specified in your appointment letter.

At this appointment you will have an overall review and possibly some x-rays. Your dental treatment needs will be discussed with you, including the risks and benefits of treatment and any alternatives. When the treatment plan has been agreed, we will contact your haemophilia centre who will advise us on how best to manage the procedures that may be associated with an increased bleeding risk. You will then be given an appointment for treatment.

Before your visit

Before your visit for treatment at the dental hospital you should:

- contact your own haemophilia centre one week before to let them know you have an appointment at the dental hospital (please see page 8 for contact details)
- contact the Royal London Hospital Haemophilia Centre one day before your appointment to confirm your attendance (please see page 8 for contact details)

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- go to the Royal London Hospital Haemophilia Centre one hour before you dental appointment to receive your clotting factor replacement

How to get to your treatment appointment

By bus

The following buses stop outside or close to the hospital on Whitechapel Road: Numbers 25, 106, 205, 253 and 254 as well as night buses N25, N106 and N253.

Bus numbers 15, 115 and D3 stop close to the hospital on Commercial Road. Low-floor wheelchair accessible buses run on all routes serving The Royal London Hospital.

By tube

The closest tube station is Whitechapel, which is on the Hammersmith and City Line and the District Line, as well as the London Overground. The station has no lift access.

By train

Liverpool Street (zone 1) and Stratford (zone 2) are the nearest National Rail stations.

By car or taxi

There are eight dedicated Blue Badge parking bays at the dental hospital marked 'private parking'. These are located immediately in front of the dental hospital and are used on a first come first served basis.

To access the parking spaces, please approach the hospital on Whitechapel Road from the east. Drivers who have a Blue Badge can also check where to park via the Tower Hamlets Council website – please type ‘E1 1BB’ in the address finder box. This is the postcode for the Royal London Hospital.

There is limited on-street metered parking on the following streets and around the hospital site: Turner Street, Ashfield Street, Varden Street and Cavell Street. We encourage patients and visitors to use public transport wherever possible.

If you need to be dropped off or picked up from the main building or the outpatients department, please use the dedicated drop off point in Stepney Way.

The hospital is situated just outside the congestion charging zone. If you need to drive through the zone to get to the hospital, please visit Transport for London’s congestion charging website for advice on how to pay and possible exemptions:
www.tfl.gov.uk > modes > driving > congestion charge

Dental emergencies

In the event of a dental emergency, your own haemophilia centre team will contact The Royal London Haemophilia Centre to arrange an urgent review and provide advice if necessary – this is likely to be with the oral and maxilla-facial team (OMFS) who will review you in The Royal London’s A&E department.

Contact details

Barts Health Dental Hospital

New Road

Whitechapel

London

E1 2BA

Telephone: 020 7767 3203

Opening times: 08.30 – 17.00, Monday to Friday

How to contact the haemophilia nurses:

The Royal London Hospital

Second floor, Central Tower

Stepney Way

Whitechapel

London

E1 1BB

Telephone: 020 3594 1869

Opening times: 09.00 – 17.00, Monday to Friday

The Royal Free Hospital

Katharine Dormandy Haemophilia Centre and Thrombosis Unit

Pond Street

London

NW3 2QG

Telephone: 020 7830 2557

Opening times: 09.00 – 17.00, Monday - Friday

Hammersmith Hospital

Haemophilia Centre

Second floor, Garry Weston Centre

Du Cane Road

London W12 0HS

Telephone: 020 3313 4345

Opening times: 09.00 – 17.00, Monday - Friday

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088**. You can also email PALS at **imperial.pals@nhs.net** The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY

Email: **ICHC-tr.Complaints@nhs.net**

Telephone: **020 3312 1337 / 1349**

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: **imperial.patient.information@nhs.net**

Clinical haematology

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