

## My Planned Care Patient Information Platform



## Oral and maxillofacial surgery - first outpatient appointment

### Introduction

The COVID pandemic has had a significant effect on the NHS' ability to provide routine care. We recognise that patients are waiting longer than we would all like and it is not always possible to know when assessment and treatment will take place. This document provides you with information on how you can best support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care.

### Guidance for Patients

If you have been referred to our oral and maxillofacial service, then it means that either your general medical practitioner or dentist has requested our specialist input for a variety of reasons.

#### **If you have been referred for teeth extraction or apicectomy:**

If you have pain from the tooth/teeth requiring removal, over the counter pain medication should help most symptoms. If not, rinsing with salty water (do not swallow) and a softer diet can also help. If the pain continues beyond this, we would recommend you contact your local dentist who referred as they may be able to provide other treatments in the meantime, to reduce the pain.

Should you develop a mild swelling (on the gum/tooth area only), please contact your GP or dentist for further treatment.

Whilst you are waiting for your surgery, it is important that you continue to take any medication prescribed to you by either your GP or another hospital doctor. This may include medication specific to the condition and medication for other conditions but importance for general health maintenance eg. blood pressure medicines. If you feel that you need a review of your medication, please contact your GP.

#### **If you have been referred for a lesion in the mouth or on the face:**

If you have been referred urgently on a cancer pathway we aim to offer patients appointments within two weeks from receipt of referral. If your referral is routine, the wait can be a number of weeks.

Whilst you are waiting for an appointment where possible keep an eye on the area and taking regular photos on a mobile device can be beneficial for this. If you notice any changes in shape, size, colour, and

Formatted: Font color: Blue

---

Version 3: March 2022

The contents of this information has been reviewed and approved by Mrs S Jervis on behalf of The Shrewsbury and Telford Hospital NHS Trust.

Formatted: Not Highlight

## My Planned Care Patient Information Platform

new bleeding or have any other concerns about changes in the lesion, please also discuss with your dentist or GP who can re-check the area and consider alternative referral routes.

If the area is sore, and you have been told it may be oral lichen planus, you can try using a sodium lauryl sulphate free toothpaste, and avoid acidic and spicy foods. You can also avoid tomatoes, especially in a processed form (e.g. ketchup). Difflam mouthrinse can be brought over the counter to help improve symptoms.

### If you have been referred for TMJ pain, trigeminal neuralgia, facial pain or another unidentified pain affecting the jaw joint:

Try simple measures first, using heat application, a soft diet, avoid chewing gum, avoid biting nails, and clenching/grinding. Your dentist may also be able to help with a mouthguard.

If you start to experience “electric shock like” symptoms, usually affecting one specific area of the face (e.g. left lip) then contact your GP who may be able to start medication to help with this. If they have any further concerns, they will be able to consider alternative referral routes.

### If you have been referred to us via an orthodontist

Please speak with your orthodontist directly if you have concerns about how a wait may affect your treatment. Usually orthodontic patients have treatment over extended period of times and delay usually does not have a significant negative effect on treatment.

### What should I do if my health is deteriorating?

Should you develop any swelling that effects eye opening, eating and drinking, breathing, or results in a change of voice or swallowing, please contact your GP/Dentist or telephone 111.

## Keep Moving

Keeping active is great for not just your physical health – it can help with your emotional well-being too. If you are able to, a 20 minute walk each day can help protect your heart, support weight loss, keep your memory sharp, improve your mood and help you sleep better. Walking for Health is an NHS website that provides more information on how to exercise safely. You can find the website at [www.nhs.uk/live-well/exercise/walking-for-health](http://www.nhs.uk/live-well/exercise/walking-for-health)

## Improve Your Health

Stopping smoking is easier if people in your life support you. Let them know you are planning to quit smoking so they can help. There is a Smokefree National Helpline manned by expert advisors available

Version 3: March 2022

The contents of this information has been reviewed and approved by Mrs S Jervis on behalf of The Shrewsbury and Telford Hospital NHS Trust.

Formatted: Not Highlight

## My Planned Care Patient Information Platform

between 9am and 8pm. You can call them on 0300 123 1044. For details of services available locally in Shropshire and Telford & Wrekin visit [www.shropshiretelfordandwrekinccg.nhs.uk/health-advice/stop-smoking](http://www.shropshiretelfordandwrekinccg.nhs.uk/health-advice/stop-smoking) If you live in Powys you may wish to search <https://pthb.nhs.wales/services/virtual-and-online-services>

## Good Mental Health

Stress is a natural reaction to life factors such as health, school, work family etc. Sometimes our problems can lead to low mood or something more serious. The following are just some of the ways that have been shown to improve mental health and wellbeing: get active, have lunch with a friend, try a new hobby, learn new skills, meditate or practice yoga. If you feel you need more support whilst you wait for your hospital appointment you may wish to contact the following community Services:

- Shropshire/Telford & Wrekin ACCESS service. Call 0300 124 0365 or email [shropshire@mpft.nhs.uk](mailto:shropshire@mpft.nhs.uk)
- Telford Primary Care Wellbeing Service. Call 01952 457415 or email [telford@mpft.nhs.uk](mailto:telford@mpft.nhs.uk)
- Powys Mental Health Information Service. Call 01686 628300 / 01597 822191 or visit the Powys Mental Health website [www.powysmentalhealth.org.uk](http://www.powysmentalhealth.org.uk)

## Contact Us

If you have any concerns or questions that you need support with, our Patient Advice and Liaison Service (PALS) is a great place to start. You can call 01743 261691 for the Royal Shrewsbury Hospital or 01952 641222 ext 4382 for the Princess Royal Hospital. They will listen to you and advise you how they can help. If you would prefer to get in touch by email, please contact [sath.pals@nhs.net](mailto:sath.pals@nhs.net)

---

Version 3: March 2022

The contents of this information has been reviewed and approved by Mrs S Jervis on behalf of The Shrewsbury and Telford Hospital NHS Trust.

Formatted: Not Highlight