

NHS England and NHS Improvement
East Midlands UDC Referral Appeals Process

This process aims to provide a systematic approach to review cases and provide solutions where possible when queries are raised regarding the referral appropriateness or case eligibility within the COVID-19 UDC pathway is questioned. Provision of a speedy solution will ensure the patient has a smoother patient journey.

Scope

The appeals process will cover:

- a) Cases that are returned to practitioners following the referral, where the referrer feels the referral remains appropriate
- b) Cases where patients are unable or unwilling to be referred to the chosen centre but are appropriate for urgent treatment
- c) Out of area patients
- d) Cases referred not via the usual pathway
- e) Other situations that may arise that preclude patients from care due to system issues

Cases may be referred by:

- 111 operatives
- Tier 1 practitioners
- Tier 2 practitioners
- Urgent Dental Care (UDC) Centre practitioners
- NHSEI Dental Team

Appeal referral must be directed to: england.PC-EMDental@nhs.net and title the email - UDC Referral Appeals Process: referring service as listed above.

The referrer will send all details relative to the referral and the perceived issue.

Appeals will be reviewed by NHS England NHS Improvement clinical support within 24hrs of receipt and the outcome feedback will be feedback to the referrer within 48 hours.