

Freedom of Information Request**Ref: UHB 17-729**

Date 21 December 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. How many first contact partial booking letters did University of Bristol Dental Hospital send to prospective wisdom tooth removal patients in the period 1 August 2017 to 15 November 2017 requesting them to respond within a timeframe (possibly 2 weeks) to start the process of booking their surgery (I believe this may be called partial booking but am not sure)?**

We do not hold this information.

- 2. How many prospective wisdom tooth removal patients did University of Bristol Dental Hospital discharge in the period 1 August 2017 - 15 November 2017 for not responding to the first letter sent to them to start the process of booking their surgery ? How many of those were proactively directly contacted by University of Bristol Dental Hospital and informed they had been discharged ?**

We do not hold this information

- 3. How many prospective wisdom tooth removal patients chased University of Bristol Dental Hospital in the period 1 August 2017 - 15 November 2017 because they had not received any contact even though the hospital claimed they had sent a letter and how many of those that contacted University of Bristol Dental Hospital were told to go back to their dentist to be re-referred ?**

We do not hold this information.

- 4. How many wisdom tooth referrals had to be made at least twice by dentists sending patients to University of Bristol Dental Hospital in the periods 1 April 2017 - 15 November 2017 and 1 August 2017 - 1 November 2017 ? This is not the same question as query 3 above.**

We do not hold this information.

5. How many patients who underwent emergency wisdom tooth removal surgery at University of Bristol Dental Hospital in the period 1 January 2017-15 November 2017 had originally been discharged for not responding to a partial booking letter?

We do not hold this information. We do not classify this operation as an emergency as it would never require an immediate admission. The Trust therefore records day surgery for this operation as elective.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

