



PATIENT ADVICE AND LIAISON SERVICE
REQUEST FOR INFORMATION/GENERAL ENQUIRY

JH

Date of Contact: ...01.07.03... Ref No: ...LE8.....

Name: **Code A** (PALS OFFICER)

Address: (if applicable) ...PALS ACUTE SITE ST.M.....

Tel: (if applicable) **Code A**

How PALS was found: ...OSCAL CROSS BOUNDARY INFORMATION EXCHANGE

PCT Area: ...H/F.....

ENQUIRY: **Code A** TRANSFERRED TO GWMH. IN ST.MARY'S SHE HAD LOST MUCH PERSONAL PROPERTY INCLUDING HER FALSE TEETH DUE TO WARD MOVES AND THE LATE TRANSFER. PT'S COUSIN DEALING WITH ACUTE SITE IN THIS MATTER. **Code A** WANTED TO KNOW HOW THIS LADY COULD HAVE NEW FALSE TEETH IN GWMH.

PLAN: ASK HER TO SPEAK TO PRINCIPAL DENTIST AND ASK COUSIN TO SPEAK DIRECTLY TO HIM.

I SPoke TO TONI SCAMMEL ACTING OPS MANAGER TO LOOK AT CONVICTION ROUTE TO PT COMFORT. TONI DID THE RESEARCH IE LAST TIME PT SEEN BY DENTIST, WAS LOCAL DENTIST, NEW APP FOR MOLDS BUT NOT THE CRT.

* NO NUTRITIONAL DEFICIT DUE TO LACK OF DENTURES AND PT APPARENTLY ANY ACTION REQUIRED? UNCONCERNED - COUSIN GIVEN COST FOR NEW DENTURES FROM ACUTE SITE.

* MOUTH HYGIENE FLAGGED UP FOR WARD AS PRIORITY.

* **Code A** TO CLOSE CASE, FOLLOWING COUSIN'S AGREEMENT TO MEET WARD MANAGER AND WITH THE KNOWLEDGE THIS LADY CAN HAVE NEW DENTURES.