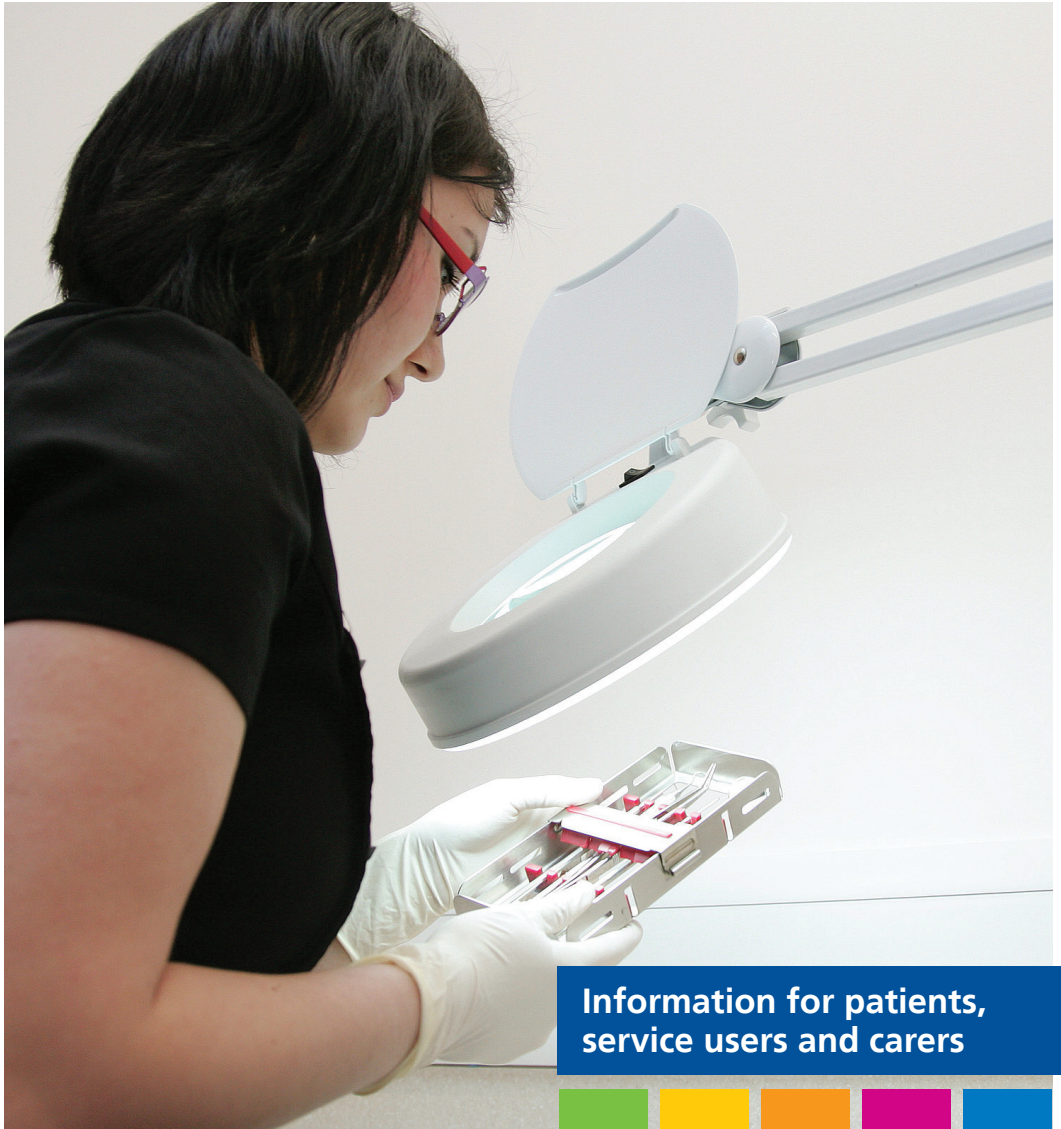


Community dental service

Barking and Dagenham, Havering,
Redbridge and Waltham Forest



Information for patients,
service users and carers

www.nelft.nhs.uk



About this booklet

This leaflet provides information about the community dental service and explains:

- who we are
- what we do
- how we can help you
- how we can help you
- your course of treatment
- your rights and responsibilities

Who are we?

The community dental service consists of dentists, dental therapists and dental nurses with a special interest in providing care for adults and children with special dental care needs.

Our sites are accessible to wheelchair users and mobility impaired patients. We have special equipment to allow us to provide care for people who cannot transfer from their wheelchair.

All clinics have access to an interpreting service, the language shop and "type talk" for any service user that need these.

Specialist services

We have specialists in paediatric dentistry, periodontology and special care dentistry in our team. We also have dentists with an interest in endodontics, removable prosthetics and oral surgery. If you require other specialist dental treatment we can refer you to another dentist.

What do we do?

We provide NHS services to the following groups of patients:

- young children and or children with multiple dental problems
- children and adults with physical or learning disabilities
- people with mental health problems, or social impairment
- housebound people
- people with complex medical problems
- people who are nervous about dental treatment
- people with emotional impairment or sensory impairment

How can we help you?

Dental treatment can be provided:

- from our clinics
- by arrangement with local hospitals
- if you are housebound, or have difficulty in getting about, we can arrange treatment using portable dental equipment in your home
- at various community settings

Referrals are normally made to our service by dentists, doctors, health visitors, district nurses or other healthcare workers and/or carers.

If you think you are eligible, contact the dental team on **020 3644 2028**



Your course of treatment

How long does a course of treatment last for?

The length of care provided does vary with each patient. Some may attend for one course of treatment while others may need to attend for ongoing care.

When patients are discharged from the community dental service, help and advice is available regarding further dental care.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and you may no longer need a check-up every six months.

Making an appointment

If you meet the criteria to be seen by the community dental service, you will be contacted by a member of the dental team and offered an appointment. Alternatively, you can make an appointment by contacting the service directly on **020 3644 2028**.

We have eight clinics across Barking and Dagenham, Havering, Redbridge and Waltham Forest:

Vicarage Fields Health Centre,
Vicarage Drive, Barking IG11 7NR

Child and Family Centre,
Axe Street, Barking IG11 7LZ

Five Elms Health Centre,
Five Elms Road, Dagenham RM9 5TT

South Hornchurch Health Centre,
106 South End Road,
Rainham RM13 7XR

Hainault Health Centre,
Manford Way, Chigwell IG7 4DF

Loxford Polyclinic,
417 Ilford Lane, Ilford IG1 2SN

Comely Bank Health Centre,
46 Ravenswood Road,
Walthamstow E17 9LY

Langthorne Health Centre,
13 Langthorne Road,
Leytonstone E11 4HX

You can choose which dentist you would like but please note that this will depend on the appointment available.

Opening hours

All clinics are open from 9.15am to 12.30pm and 1.30pm to 4.15pm.

Urgent treatment and out of hours care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or to prevent your oral condition from deteriorating before you can make an appointment.

If you need urgent treatment outside opening hours you can call **free phone 111**. Alternatively call the emergency dental phone line on **020 3594 0938**.

We also offer a small number of appointments during opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment do contact us. However, you may be seen by a member of the team who may not be your usual dentist.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else.

Missed appointments waste NHS time. If you miss more than two appointments and give less than 48 hours notice, we may withdraw NHS care in accordance with the North East London NHS Foundation Trust Failure to Attend Policy. Other agencies maybe informed of appointments missed.





Your rights and responsibilities

You are entitled to:

- a thorough examination of your mouth, teeth and gums
- a full explanation of your treatment options
- a written treatment plan (including costs). This may not apply if your treatment is a 'Band 1' course of treatment, or if you do not have to pay NHS charges. Your dentist will ask you to provide proof of your exemption status

- information about NHS charges displayed in the waiting room
- advice on how to keep your teeth and gums healthy
- information about the services available
- a care and treatment summary if you decide to transfer to another dentist
- make a complaint if you are not happy with your treatment and care

You are responsible for:

- giving at least 48 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments – but if you miss more than two appointments we may no longer be able to offer you treatment
- following your dentist's advice to prevent tooth decay and gum disease
- paying your bill promptly.
- bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked or you will be charged the NHS fee appropriate for the treatment

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.

- treating our staff with courtesy and respect. Please note, we may refuse to treat patients who are violent, fail to pay their bills, or refuse to co-operate during treatment

Your dental records

Your dental records will remain confidential and secure. However, from time to time, we may need to release these to NHS Business Services Authority as part of our ongoing clinical review process. We will contact you before releasing your dental records to another organisation.

Where can I get more information?

Community dental service
Vicarage Fields Health Centre
Vicarage Drive
Barking IG11 7NR

Telephone: 020 3644 2028
Email: dentalreferrals@nhs.net

If you would like to comment about any aspect of our service please contact us. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with North East London NHS Foundation Trust at:

Complaints Department
Suite 12 Phoenix House
Christopher Martin Road
Basildon
Essex SS14 3EZ

Telephone: 0300 555 1201 ext 6690
Email: nelftcomplaints@nhs.net

You can also get support with making a complaint from your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or by visiting www.dh.gov.uk.





If you would like this information in Braille, large type, in another format or in another language, please ask a member staff.

Eğer bu bilgiye kendi dilinizde sahip olmak isterseniz lütfen bir görevliye danışın.
(Turkish)

Nëse këtë informacion e doni në gjuhën tuaj ju lutemi pyesni një pjesëtar të personelit. (Albanian)

Se desejar obter esta informação no seu próprio idioma, por favor peça a um membro do pessoal. (Portuguese)

আপনি যদি এই তথ্যটি আপনার নিজের ভাষায় পতে চান তাহলে অনুগ্রহ করে ক ন করম্মী সদস্যকে বলুন (Bengali)

در صورت تمایل به داشتن نسخه ای از این اطلاعات به زبان خود لطفاً به یکی از کارمندان ما مراجعه فرمایید.
(Farsi)

Jeśli chcieliby Państwo uzyskać niniejszą informację w języku polskim, prosimy zwrócić się w tej sprawie do członka personelu. (Polish)

Si vous souhaitez obtenir ces informations dans votre langue, veuillez demander à un membre du personnel. (French)

உங்களுக்கு இந்த தகவலை உங்கள் சொந்த மொழியில் பெற்றுக் கொள்ள நீங்கள் விரும்பினால் தயவு செய்து ஒரு ஸ்ராவ் உத்தியோகத்தரைக் கேட்டுப் பெற்றுக் கொள்ளவும். (Tamil)

إن كنت ترغب الحصول على هذه المعلومات بلغتك الرجاء الطلب من أحد الأعضاء الموجودين. (Arabic)

Если вы хотите получить эту информацию на вашем родном языке, обратитесь к любому сотруднику. (Russian)

North East London NHS Foundation Trust (NELFT) provides community and mental health services for people of all ages in the London boroughs of Waltham Forest, Redbridge, Havering, Barking and Dagenham and community health services in south west Essex.

North East London NHS Foundation Trust

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