



Suffolk
Community
Healthcare



Our Opening Times:

MONDAY	
TUESDAY	
WEDNESDAY	
THURSDAY	
FRIDAY	

We are closed for lunch from 12.30pm to 1.30pm.

Our **Contact Telephone Number** is:

Dental Emergencies:

Should you have a dental emergency outside these times please call the above number for advice.

For dental emergencies outside the normal working hours of Monday to Friday please call:

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This service is provided by NHS Suffolk, the body responsible for commissioning dental services in this area.

Further information about NHS dental services may be obtained from:

PALS (freephone): **0800 389 6819**

About our clinicians

Dr Ganga Allen: GDC No. 67473 MSc Lond 1995 LDS RCS Eng 1991 BDS Lond 1991 **Specialist in Special Care Dentistry**

Mrs Lisa Bailey: GDC no. 220863 Dip in Dental Hygiene and Therapy 2011 **Dental Therapist**

Dr Hazel Collins: GDC No 53606 BDS Manchester 1979 **Dentist**

Dr Susan Gonsalves: GDC No. 54476 MSc Lond 1988 BDS Lond 1980 **Dentist**

Dr Rachel Griffiths: GDC No. 244225 BDS Manc 2013 **Dentist**

Dr Deborah Hardyman: GDC No. 63352 BDS Wales 1988 **Dentist**

Dr M (Emily) Knapp: GDC No. 78276 BDS Lond 2000 **Senior Dentist**

Dr Callum Limer: GDC No 210225 BDS Newcastle 2011 **Dentist**

Mrs Anne Ng: GDC No. 10940 C of M Dental Therapist Cert. 1981 **Dental Therapist**

Dr Roy Page: GDC No. 41406 BDS Lond 1967 LDS RCS Eng 1967 **Dentist**

Dr Amy Schiller: GDC No. 73290 BDS Sheff 1997 **Clinical Lead and Dental Trainer**

Dr Kate Shackleton: GDC No. 104262 BDS Lond 2006 **Dentist**

Dr Sharon Turner: GDC No. 61795 BChD Leeds 1986 **Dentist**

Suffolk Community Healthcare

NHS PATIENT INFORMATION LEAFLET



A service delivered on behalf of the NHS by Serco, South Essex Partnership University NHS Foundation Trust and Community Dental Services.

WELCOME TO THE DENTAL SERVICE

Thank you for choosing Suffolk Community Healthcare dental service as your dental practice. This leaflet tells you more about our service which is delivered by **Community Dental Services CIC** (www.communitydentalservices.co.uk).

Should you have any further questions, please feel free to speak to one of our dental staff who will be able to assist you.

We are a specialist service limited to treating special needs patients. This means we see people with physical or learning difficulties and medical problems who would not otherwise obtain dental treatment. We also see vulnerable children and adults, and people with dental phobias. Finally, we provide a home visit service for those who are housebound.

We offer comprehensive dental treatment which is appropriate for the individual's needs.

Siblings of our child patients can also be seen up to the age of sixteen or eighteen if they are in full-time education.

Referral:

We accept self-referrals and appropriate referrals from general dental practitioners, doctors, social services, other health workers and hospital colleagues for adults and children who come within our eligibility criteria. People with phobias may not self-refer and we must receive a referral from one of these professionals. If it is unclear if you meet our criteria, we may offer an initial assessment with a dentist to see if you would be eligible to use our service.

Our range of services:

We offer a full range of treatments including preventative care, sedation or general anaesthetics as necessary. We do not undertake any private dentistry.

Your first appointment:

If you have any special requirements (such as difficulty using stairs or reading this text) please let our staff know and we will try and help.

Please bring a list of any medicines you take with you and be ready to fill out a medical history form. If you need help with the paperwork then do ask.

If you think you are exempt from dental charges, please bring proof with you. You will be asked to show this to the dental staff to show that you can claim free or reduced NHS dental care. If you are unsure you will be asked to pay the normal NHS charges.

If you need further appointments for treatment you will given a care plan itemizing what needs to be done and the cost, if any.

NHS charges from April 2012 are:

£ 18.00 for basic examination, diagnostic and preventative care.

£ 49.00 which includes the above and any fillings, extractions and root canal therapy etc. needed.

£ 214.00 which includes any laboratory work such as dentures, bridges or crowns etc.

£ 18.00 for any one-off urgent treatment.

Taking care of the information about you:

We have a legal responsibility to keep confidential all the information held about you. All personal information is treated in the strictest confidence.

Information may need to be shared with others involved in your care from time to time e.g. with a hospital consultant, but we will always meet the conditions set out in the Data Protection Act 1998 when sharing information.

How often should I attend?

The dentist will let you know once you have been seen for the first time. If you need further appointments for treatment these can be arranged after your check up.

Cancelling or changing an appointment:

Please give us as much notice as possible as your appointment can be used to help someone else. If you do not attend for an appointment and give no explanation you may not be sent any further appointments.

Complaints procedure:

We aim to make your experience at our clinics as pleasurable as possible. However, if you have any concerns about the service we have provided that cannot be resolved at your local clinic, please contact our Business Manager, Mrs Jackie Taylor, on 01638 558 550 who will be able to deal with your complaint and explain our complaints procedure. Alternatively you can pick up a written copy of the procedure from our clinics.