Improving Oral Health in Ever More Communities

Our Values...

- Delivering - Excellence
- Engaging - Everyone
- Nurturing - Each other
- Trusted - To do the right thing
- Accountable - Always
- Leading - and Learning

Contact us

If you would like to speak to someone about any aspect of our dental service please contact:

Corporate Services Manager
Community Dental Services CIC
Colworth House, Colworth Park
Sharnbrook, Bedfordshire MK44 1LZ

Telephone: 0333 207 5992 / Email: info@cds-cic.nhs.uk
www.communitydentalservices.co.uk

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A Social Enterprise PROVIDING NHS Dentistry

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Our Services

The Special Care Dentistry Service in Suffolk and Thetford is largely a 'referral only' service providing high quality care and treatment for patients that are resident, including homeless and socially excluded groups, within the county of Suffolk (excluding Waveney) and the town of Thetford that meet the following criteria:

Children and adults who cannot be managed by a High Street dentist or General Dental Practitioner (GDP) because they have:

- Learning disabilities (including people who exhibit challenging behaviour)
- Severe mental health problems (including people who exhibit challenging behaviour)
- Severe physical and/or medical compromise including bariatric patients (over 23 stone 140kg) that cannot be treated in a general dentist practice
- Complex social problems (including the homeless and drug/alcohol dependent)
- Children from socially deprived backgrounds who cannot receive on-going care from general dental practice
- Children requiring treatment who cannot be treated in general dental practice owing to behavioural difficulties and/or severe anxiety management
- Adults and children with severe dental phobia who require sedation for care

We also provide home visits (domiciliary care) for patients in these groups who are housebound.

We can offer behaviour management and dental care for adults and children as part of a joint treatment plan with the referring dentist.

For patients who meet the criteria we offer the following services:

- **Children and Adults with Additional Needs**
- **Dental Anxiety**
- **Dentist at Home**
- **Frail Elderly**
- **General Anaesthetic**
- **Plus Size**
- **Sedation**
We welcome referrals from dentists (General Dental Practitioners) and Health and Social Care professionals into our services. Self-referrals are also welcome for some services. To see our full criteria for those who can access our service, please visit our website or contact your nearest clinic.

The Service may provide a single item of treatment or a complete course of dental treatment for a patient and then discharge them to return to their own dentist. Occasionally, where appropriate, the Service will provide a patient’s long term dental care. It is recognised that patients’ needs do change with time and patients eligibility for ongoing care will be reassessed regularly. Patients whose needs can be provided by general dental practices will be discharged from the service.

We provide NHS dental treatment and for information and advice on receiving help with the cost of NHS treatment, pick up a leaflet from your local clinic or post office or go to: www.nhs.uk/NHSEngland/Healthcosts/Pages/Dentalcosts

The dental team
Our dental team consists of dentists, doctors, dental therapists, dental nurses and oral health improvement practitioners. Names and registration numbers are available on our website.

Disabled access
All of our clinics are fully accessible for disabled people. Please see our website or speak to your local clinic for assistance and advice on access requirements and disabled parking.

Suffolk and Thetford clinics

Aldeburgh
Special Care Dental Service
Aldeburgh Community Hospital
Park Road
Aldeburgh
IP15 5ES
Telephone No: 01728 451 627
Opening Hours
Wednesday  8.30am - 5.00pm (alternate weeks)

Bury St Edmunds
Special Care Dental Service
7 Hillside Road
Bury St Edmunds
IP32 7EA
Telephone No: 0333 207 9952
Opening Hours
Monday    8.30am - 5.00pm
Tuesday   8.30am - 5.00pm
Wednesday 8.30am - 5.00pm
Thursday  8.30am - 5.00pm
Friday    8.30am - 5.00pm
### Chantry (Ipswich)
**Special Care Dental Service**
**Chantry Clinic**
Hawthorn Drive
Ipswich
IP2 0QY
**Telephone:** 01473 694 173

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### Ravenswood (Ipswich)
**Special Care Dental Service**
**Ravenswood Health Centre**
24 Hening Avenue
Ipswich IP3 9QJ
**Telephone No:** 01473 325 114

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### Newmarket
**Special Care Dental Service**
**Newmarket Hospital**
Exning Road
Newmarket
CB8 7JG
**Telephone:** 01638 558551

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### Stowmarket Health Centre
**The Dental Department**
Violet Hill Road, Stowmarket
Suffolk IP14 1NL
**Telephone No:** 01449 776043

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### Sudbury Health Clinic
**The Dental Department**
**Sudbury Community Health Centre**
Church Field Road, Sudbury
Suffolk CO10 2DZ
**Telephone No:** 01787 886336

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Whitton (Ipswich)
Special Care Dental Service
Whitton Health Clinic
Meredith Road
Ipswich
IP1 6ED

**Telephone No:** 01473 242 167

**Opening Hours**
Tuesday 8.30am - 5.00pm
Wednesday 8.30am - 5.00pm (alternate weeks)
Friday 8.30am - 5.00pm

Thetford
Special Care Dental Service
The Healthy Living Centre
Croxton Road
Thetford
IP24 1JD

**Telephone No:** 01842 767709

**Opening Hours**
Tuesday 8.30am - 5.00pm
Wednesday 8.30am - 5.00pm
Thursday 8.30am - 5.00pm
Friday 8.30am - 5.00pm

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**Appointments**

**Making an Appointment**
Our service is mostly a 'referral' service and following referral you will be contacted in the first instance by our referrals team who will arrange a convenient time and location for your first appointment. Once accepted into our service, further appointments can be made by contacting your clinic. If you have additional needs, you can self refer to our service by contacting our referrals team on 0333 2079952.

**Appointment times**
We make every effort to see patients on time, although clinics do sometimes run late owing to circumstances outside of our control. If you feel you have been waiting too long and would like to book an alternative appointment, please speak to the clinic team who will be happy to help.

Our clinics are busy and missed appointments or late arrivals affect other patients who are in need of dental care. For this reason, your appointment may have to be rebooked if you arrive 15 minutes or more after your appointment time and this would count as a missed appointment.

**Short notice appointments**
We may occasionally have appointments available at short notice. Please let us know if you may be able to attend at short notice.

**Cancellations**
If you are unable to keep your appointment, please let us know as soon as you can, and with at least 24 hours' notice. Appointments cancelled with less than 24 hours’ notice will be classed as late cancellations.
There are no charges for cancelled appointments for NHS treatment. However, we may refuse further treatment to patients who miss or make late cancellations for two check-ups or two appointments during a course of treatment.

If you miss your first appointment with the service you will be discharged to the dentist who referred you.

**Choice of dentist or therapist**
We will always try to accommodate requests if you would like to see a particular dentist or therapist, however this may depend on the appointments available.

**Urgent and out of hours treatment**
If you need urgent treatment outside opening hours please contact: Tel: Freephone NHS 111 by dialling 111.

**Other NHS dentists**
To locate a general NHS dental practice in Suffolk or Thetford, please visit the NHS Choices website at www.nhs.uk/dentists

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**Our promise to you**

Our patients are at the heart of all that we do and feedback from our patients on the quality of service we provide is vital to us.

We want you to always receive a quality service and have the very best experience possible from our team of dentists, dental nurses and therapists.

**You are entitled to:**

- Be treated with dignity and respect by all our team
- A full explanation of your treatment options
- A written treatment plan including costs
- See information about NHS charges displayed in the waiting room
- Request to see a particular choice of dentist
- Receive advice on how to keep your teeth and gums healthy
- Make a complaint if you are not happy with your treatment

**We ask all our patients to:**

- Give at least 24 hours’ notice of cancellation of an appointment
- Inform our team of any changes to your address or other details
- Follow your dentist’s advice to prevent tooth decay and gum disease
How to find out more?
The Privacy Notice comes into effect 25th May 2018 and you will be able to read it in full on our website at www.Communitydentalservices.co.uk/privacy/, or you can pick up a copy at any of our clinics or you can request for a copy to be sent to you. If you need further information, you can email our Data Protection Officer at dpo@cds-cic.nhs.uk or write to us at CDS, Colworth House, Colworth Park, Sharnbrook, Bedfordshire, MK44 1LZ.

How you can tell us of your experiences
Feedback and learning from our patients is one of the best ways we have of ensuring we fulfil our promise to you and so we really want to hear from you. We value all comments and share them with our teams so we can learn from what we did well, and do more of this; or if the comment is about how we can improve, we can reflect on how we disappointed you and make improvements for the future.

There are a number of ways you can give us feedback including comment cards, by phone, by email, in person or through our website or Facebook page, but however you decide, we will always:

- listen carefully
- take you seriously
- provide you with an explanation
- treat your feedback as confidential, unless you give us permission to share your details

Zero tolerance policy
Our team are entitled to work in a safe environment. We may therefore refuse to treat patients who are violent, abusive, or who fail to pay their bills. In this case, we will inform you why we can no longer treat you in person or by post.

Your dental records and personal information
CDS needs to hold personal data about you so we can provide you with safe and effective treatment and we are making it easier for you to understand how we use your information.

As a result of the data privacy law introduced from May 2018, CDS have published a new Privacy Notice to make it easier for you to find out how we use and protect your information. There is no change to the way we use your personal information but the new Notice will provide you with the additional details such as:

- Your increased rights in relation to the information we hold about you
- How we keep your information secure
- The type of personal information we collect and how we collect and use it
- The legal reasons for collecting and using your information
Making a Complaint
We want you to receive the best service and care in all our clinics. However, we do recognise that problems sometimes come up and we want to deal with any issues as fairly and quickly as possible.

We also want to ensure that action is taken to prevent similar things happening again. We have leaflets in all clinics or information on our website to tell you what you can do if you wish to make a complaint or wish to bring a matter that concerns you to our attention. Better still, please contact us and we can talk about how we can make things better for you.

Comment cards
A comment card is available from the dentist, dental nurse or therapist in the clinic you visit.

You can complete this during your visit and place it in a box in the clinic; hand it into a member of the team; return it by post or on a subsequent visit to the clinic.

Telephone us
Telephone us and talk through your experience, we would be pleased to hear from you.
Telephone 0333 2079952

Email us
Email your feedback to us at info@cds-cic.nhs.uk

Write to us
You can write to us or send a card to our Head Office:

Patient Feedback
Community Dental Services
Colworth House
Colworth Park
Sharnbrook
Bedfordshire
MK44 1LZ

On-Line questionnaire
If you visit our website you can complete a very brief on-line survey to tell us about your experiences of our services. Please see the “Give feedback now” box on our homepage
www.communitydentalservices.co.uk