

## Hillside Dental Clinic

A guide to our dental services for new and existing patients



## **Welcome to Hillside Dental Clinic**

This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance.

At Hillside Dental Clinic our dentists and dental care professionals will always aim to provide a high standard of care and service for patients.

### **The Dental Surgeons are:**

**Dr Ganga Allen** - MSc LDS RCS Eng 1991 BDS 1991 Specialist Special Care Dentist (GDC No. 67473)

**Dr Rachel Griffiths** - BDS 2013 MJDF Dentist (GDC No. 244225)

**Dr Deborah Hardyman** - BDS 1988 Dentist (GDC No. 63352)

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

**Dr Callum Limer** - BDS 2011 Dentist (GDC No 210225)

**Mrs Anne Ng** - C of M Dental Therapist Cert. 1981 Dental Therapist (GDC No. 10940)

**Dr Amy Schiller** - BDS 1997 PGCert (Den) Ed 2012 Operations Director/  
Dentist (GDC No. 73290)

**Dr Kate Shackleton** - BDS 2006 Senior Dentist (GDC No. 104262)

**Dr Kara Gates** - BDS 2011 Dentist (GDC No. 211797)

**Dr Agata Milewicz** - BDS Dentist (GDC No. 262028)

**Dr Christina Ho** - BDS Dentist (GDC No. 244947)

**Dr Joseph Flight** - BDS 2020 Dentist (GDC No. 289525)

## Dental Care

Cambridgeshire Community Services NHS Trust provides dental services to the residents of Suffolk.

Our special care dental service provides a comprehensive range of activities to improve the oral health of children and adults who have a physical, sensory, intellectual mental, medical, emotional or social impairment or disability, which makes routine care in general dental practice unsuitable or impractical for their needs.

Facilities available are:

- Free onsite parking
- Disabled access
- Disabled/baby changing toilet
- Patient shower and bariatric (plus size) toilet

## Appointments

Patients are only accepted by our special care dental service on referral from a general dental practitioner.

## Opening Hours

Monday to Friday  
8:30am-12:30pm and 1:30pm-5:00pm.

If you experience a dental emergency outside of our normal opening hours, please contact the Dental Emergency Service via **NHS 111**.

Please visit the NHS Choices website for more information: [www.nhs.uk](http://www.nhs.uk).

## Cancellations

Our services are in great demand. If you're unable to keep your appointment time please contact us on **0300 555 6667** to either re-arrange or cancel your appointment. Notice gives us the opportunity to offer this appointment to another patient in pain.

## Patient Charges

Details of NHS patient charges are on display in our waiting room. We may refuse to treat patients who fail to pay their bills.

## Your Rights and Responsibilities

You are entitled to:

- Information about NHS charges
- Advice on how to keep your teeth and gums healthy
- Information about this practice and the services available
- Make a complaint if you're not happy with your treatment and care

You are responsible for:

- 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
- Keeping appointments
- Treating our staff with courtesy and respect

Please note, patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty.

## Your Dental Records

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

## NHS Fraud

If you have a suspicion of fraud taking place within the NHS please contact our Fraud and Corruption Reporting line on 0800 028 40 60 (Monday - Friday 8am - 6pm) or go to: [www.nhsbsa.nhs.uk/fraud](http://www.nhsbsa.nhs.uk/fraud)

**Cambridgeshire Community Services NHS Trust Dental Services operate a zero tolerance to violent or abusive behaviour. Please note this will result in withdrawal of treatment. In this case we will inform the Alternative Medical Scheme.**

## **About Our Service**

We welcome all feedback from our patients about services received. We are also open to suggestions on ways to improve our services, facilities and patient skills.

We are promoting the Friends and Family Survey to enable you to feedback information regarding the service you have received from us today. Surveys can be found in all our waiting areas or at the reception desk.

## **Complaints Information**

We recognise that regular feedback helps us to improve our service. We respond to patients' concerns in a caring and sensitive manner and our aim is to resolve all complaints at a local level as quickly as possible.

If you are not happy with the response you receive from us, you are entitled to raise this verbally, or in writing, to our complaints service:

## **Complaints Team**

Tel: 01480 398799 or 07951 498777

Email: [ccs.complaints@nhs.net](mailto:ccs.complaints@nhs.net)

Write to us (no stamp needed)  
FREEPOST: RTGA-CTLG-SCKH  
Complaints Team  
Units 7/8 Meadow Park  
Meadow Lane  
St Ives  
Cambs  
PE27 4LG

For all other queries please contact the Patient Advice and Liaison Service (PALS), for informal help and advice, on:

Freephone: 0300 131 1000

Email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)

Write to us:

FREEPOST: RTGA-CTLG-SCKH

PALS & Patient Experience Team

Units 7/8 Meadow Park

Meadow Lane

St Ives

Cambs

PE27 4LG

## Useful Contacts

### Help with costs of dental treatment

For more advice on receiving help with the cost of NHS dental treatment, go to: NHS Choices - for help with finding an NHS Dentist visit their website:

**[www.nhs.uk](http://www.nhs.uk)**

**NHS 111** - For free, confidential health advice and information 24 hours a day, 365 days a year.



## For further information about this service contact:

Dental HealthCare Suffolk  
Hillside Dental Clinic  
7 Hillside Road  
Bury St Edmunds  
Suffolk  
IP32 7EA

Tel: **0300 555 6667**

The dental clinic provides easy access for disabled patients. We aim to deliver high standards of service and patient care in comfortable surroundings. Find us online at [www.dentalhealthcareeoe.nhs.uk](http://www.dentalhealthcareeoe.nhs.uk)



If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk) and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.