

Brookfields Dental Clinic

A guide to our dental services for new and existing patients



Cambridgeshire Community Services NHS Trust: delivering excellence
in dental care across Cambridgeshire, Peterborough and Suffolk

Welcome to Brookfields Dental Department

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

At Brookfields Dental Department 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 Prem Nair - BDS Kerala 1992, FDSRCS, Cert Dental Implantology (UCL) (GDC No: 83050)
- Dr Neeta Patel - BDS Sheffield 1989, FDS RCS Eng 1993 (GDC No: 64723)
- Dr Mary Rose Ekstrom - BDS Dublin 1995 (GDC No: 71382)
- Dr Nuala King - BDS NU Ireland 1987 (GDC No: 62251)
- Dr Thomas O'Connor - BDS NU Ireland 1998, PGC (MDX), PG Cert Clin Med (Cantab) (GDC No: 74890)
- Dr Kuljeet Singh - BDS Birmingham 2003 (GDC No: 82032)
- Dr Kemal Kemal - BSc 2004, BDS London 2009, MFDS (GDC No: 177903)

- Dr Shemma Abulhoul - MFDS RCS Eng 2005, MFGDP (UK) 2004, BDS Bristol 2001 (GDC No: 79127)
- Dr Imran Khan - BDS London 2000 MFDS RCS Eng 2004 (GDC No: 78275)
- Dr Stevan Milson - BDS Sydney 1978 (GDC No: 52915)
- Dr Ian Hunt - BDS Birm 1980 (GDC No: 54761)
- Dr Pavni Lakhani - BDS Lond 2013 (GDC No: 244948)

Dental Care

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

We currently offer an emergency service for all patients who are experiencing dental pain, facial trauma, swelling and excessive bleeding. This extends for patients visiting the county.

We also provide additional services on a referral basis for adults and children requiring specialised treatment, or who have special needs.

Facilities available are:

- Free car parking
- Disabled access / toilet
- Baby changing area
- Hearing loop

COVID-19

If you, or any member of your household, currently have COVID-19, or have been asked to isolate due to contact with someone who has COVID-19, please mention this when you call to book an appointment so that suitable adjustments can be made for your treatment.

Appointments

If you ask us for an urgent appointment, we will try to offer you one as soon as possible at a convenient time. As we provide urgent treatment, we offer same-day appointments on a first-come first-served basis. You can make an appointment by phoning: **0300 555 6667 (Option 1 - Emergency appointments, Option 2 – Special Care appointments including Suffolk, Option 3 – Minor Oral Surgery)**. See below for information on our opening hours.

Opening Hours

Monday to Thursday
8:00am - 6:00pm

Friday
8:00am - 4:15pm

Phone lines are open from 8:15am.

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

We also provide NHS dental services in Wisbech, Ely, Peterborough and Huntingdon. Please visit the NHS Choices website for more information: www.nhs.uk.

Cancellations

Our services are in great demand. If you are unable to keep your appointment time please contact the practice 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
- 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

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 have any comments or complaints about the care or service that you have received, you can contact us via the list of contacts below.

If you would like to speak to us directly, please contact the practice manager on 01223 723 062 / j.short2@nhs.net or the service manager on 01223 868 213.

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

Write to us (no stamp needed)
FREEPOST: RTGA-CTLG-SCKH
Complaints Team (supported by Serco)
Units 7/8, Meadow Park, Meadow Lane
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

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

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 Cambridgeshire
Brookfields Health Centre
Seymour Street
Cambridge
CB1 3DQ

Tel: 01223 868204

We are located on the Brookfields Health Centre site in Seymour Street, Cambridge. The dental clinic provides easy access for disabled patients. We aim to deliver high standards of service and patient care in comfortable surroundings. All our surgeries are light and modern.

Find us online at 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 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.

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