

Princess of Wales Hospital 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 Princess of Wales Hospital 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 Princess of Wales 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 Stevan Milson, BDS Sydney 1978 (GDC No: 52915)
- Dr Thomas O'Connor, BDS NU Ireland 1998, PGC (MDX), PG Cert Clin Med (Cantab) (GDC No: 74890)
- Mrs Sylvia Low - Dental Therapist, C of M Dental Auxiliary Cert 1976 (GDC No: 10688)

Dental Care

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

The Princess of Wales Dental Department provides services on a referral basis for adults and children requiring specialist treatment, or who have special needs. We also provide NHS dental services in Cambridge, Peterborough, Huntingdon and Wisbech.

These departments offer an additional service for patients experiencing dental pain, facial trauma, swelling and excessive bleeding.

Please visit the NHS Choices website for more information: www.nhs.uk.

We are located on the Princess of Wales Hospital site in Ely. 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.

Facilities available are:

- free car parking
- disabled access / toilet
- hearing loop
- wheelchair accessible dental chair
- bariatric accessible dental chair

Facilities available in the main hospital are:

- disabled toilets
- baby changing facilities
- cafeteria

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.

You can make an appointment by phoning **0300 555 6667** (**Option 2** – Special Care appointments)

Opening Hours

Tuesday to Thursday

8:00am - 4:15pm

Phone lines are open from:

8:15am - 12:30pm

1:15pm - 4:00pm

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

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 space 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.

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.

Your Dental Records

Your dental records will remain confidential and secure. However, from time to time, we may need to release these to NHS Cambridgeshire 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.

About our Service

If you would like to leave comments or praise for services delivered, we are always open to new ideas and ways to improve our services, facilities and patient skills. We are promoting the Family and Friends Test to enable you to feed back information regarding the service you have received from us today. Surveys can be found in all our waiting areas.

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 723062 / 01223 723100 or the service manager on 01223 723471.

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, write to us (no stamp needed).

FREEPOST: RTGA-CTLG-SCKH

Complaints Team (supported by Serco)

Units 7/8, Meadow Park, Meadow Lane, St Ives, Cambs, PE27 4LG

Complaints Team Tel: 01480 398799 or 07951 498777

Email: ccs.complaints@nhs.net

Alternatively you can contact Total Voice, who are an independent complaints advocacy service to support you in making a complaint.

Tel: 0300 222 5704 Website: www.voiceability.org/services/cambridgeshire-and-peterborough/face-to-face-advocacy

Alternatively, you can contact the Patient Advice and Liaison Service (PALS) for informal help and advice on:

Freephone: 0300 131 1000

Mobile: 07507 195375

Office number: 01480 355184

Email: ccs-tr.pals@nhs.net

Useful Contacts

Help with costs of dental treatment - for more advice on receiving help with the cost of NHS dental treatment, go to: www.nhs.uk.

NHS Choices - for help with finding an NHS Dentist visit 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

Princess of Wales Dental Department
Princess of Wales Hospital
Lynn Road
Ely
Cambridgeshire
CB6 1DN

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 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.