

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 Dental HealthCare Cambridgeshire

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

The Dental Team

At Dental HealthCare Cambridgeshire 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 Melanie Ando** BDS, Sheffield 1989
- **Dr Esther Hagan-Brown**, BDS London 2008
- **Dr Lydia Forbes**, BchD, Leeds 2005
- **Dr Neeta Patel**, BDS, Sheffield 1989
- **Dr Puja Kalawadia**, BDS, London (QMUL) 2015
- **Dr Amundeeep Jandu**, BDS, London (KCL) 2016

The Dental Therapists are:

- **Mrs Sylvia Low**, C of M Dental Auxiliary Cert 1976
- **Miss Gemma Sargent**, Diploma in Dental Hygiene and Therapy University of Sheffield 2019



Services Available

We provide NHS services only for those patients requiring urgent treatment who are not currently under the care of a General Dental Practitioner. Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating. The poster in our waiting room has information about the cost of NHS treatment.

Specialist Services

We accept referrals via a General Dental Practitioner 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 a general dental practice unsuitable or impractical.

Our Service is led by Dr Julia Hallam-Seagrave who is recognised by the General Dental Council as a specialist in Special Care Dentistry and is based at the Peterborough clinic.

Dental HealthCare Cambridgeshire is wheelchair friendly, and we have a surgery with a wheelchair ramp.

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 only 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).

Opening Hours

Monday to Friday
8.45am - 4.45pm (last appointment 3.45pm)

Phones lines open from 08:45am

We are closed for lunch between 12.30pm -1.15pm

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

Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else. Missed appointments waste NHS time.

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.

Your Rights and Responsibilities

You are entitled to

- information about NHS charges displayed in the waiting room
- 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 charge.

Please note – we may refuse to treat patients who are violent, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform the Alternative Medical Scheme. If your treatment is a 'Band 1' course of treatment or you do not have to pay NHS charges, you will have to ask your dentist to provide this.

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.

About our Service

If you would like to comment, compliment, make a suggestion or discuss any aspect of your treatment please contact Helen Rodley, Practice Manager, on 01480 363760.

Patient Advice and Liaison Service (PALS)

For informal help and advice you can contact this service on:

Freephone: 0300 131 1000
Mobile: 07507 195375
Email: ccs-tr.pals@nhs.net

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, please write to us at (no stamp needed):

FREEPOST: RTGA-CTLG-SCKH
Complaints Team (supported by Serco)
Units 7/8, Meadow Park
Meadow Lane
St Ives, Cambs
PE27 4LG

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

Help with Costs of Dental Treatment

For more advice on receiving help with the cost of NHS dental treatment, go to www.nhs.uk.

Useful Contacts

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.

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 to Friday 8am-6pm) or go to: www.nhsbsa.nhs.uk/fraud

Huntingdon Citizens Advice Bureau (CAB)

Town Hall
Market Hill
Huntingdon
Cambs
PE29 3PJ

Advice Helpline:

0844 245 1292 landline

0300 3300 650 mobile

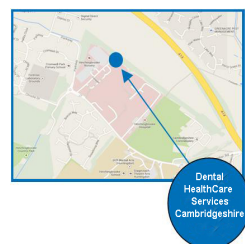
Website: <http://www.ruralcambscab.org.uk/areas/Huntingdon.htm>

For further information about this service contact:

Dental HealthCare Cambridgeshire
Clinic 5, Treatment Centre
Hinchingsbrooke Hospital
Huntingdon
PE29 6NT

Tel: **0300 555 6667** (**Option 1** - Emergency appointments, **Option 2** – Special Care appointments including Suffolk, **Option 3** – Minor Oral Surgery).

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.