

# 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 Peterborough

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 Peterborough 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 Julia Hallam-Seagrave** BDS, DSCD RCS Eng, MA (Ed), Head of Dental Service, Specialist in Special Care Dentistry
- **Mrs Dorota Moscicka-Synowiec**, Dental Surgeon, Lek Stom Bialystok 1996, PGCE
- **Mr Redouane Abou-Hilal**, Dental Surgeon, Lek Dent Bialystok 1987
- **Dr Lydia Forbes**, Dental Surgeon, BchD Leeds 2005
- **Dr Eva King**, Dental Surgeon, BDS Lond 2013, MFDS RCS Eng
- **Mrs Iwona Siemek-Kalebka**, Dental Surgeon, Registered under S16(2A) Dentists Act 1984
- **Dr Sweta Sumaria**, Dental Surgeon, BDS Queen Mary University of London 2014
- **Dr Puja Kalawadia**, Dental Surgeon, BDS Queen Mary University of London 2015
- **Dr Sarah Perrett**, Bank Dental Surgeon, (Bank) BDS University of Plymouth 2014
- **Dr Sabina Khan**, Sessional Dental Surgeon
- **Dr Yea Lin-Sui**, Foundation Dentist



## **Urgent Treatment**

We provide NHS services for patients requiring urgent dental treatment.

We will see people with the following dental problems:

- children and adults with severe dental pain
- patients who have had an accident or injury to their teeth or mouth
- patients who have a visible facial swelling caused by a dental problem
- heavy bleeding after surgery

## **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 Peterborough is wheelchair friendly and has bariatric facilities.

## 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), or calling into the surgery.

## Opening Hours

Monday to Friday

7.45am-7.00pm (last appointment 6.30pm)

We are closed for lunch between 12.30pm-1.30pm

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

Please note that we do not have parking facilities at the Dental HealthCare Clinic.

We are an urgent service and inevitably there may be delays so we suggest you pay for two hours parking in case of delay if you are travelling by car. The nearest car park is the Market which is a short walk to our Practice.

## 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.

## **Patient Charges**

Details of NHS patient charges are on display in our waiting room.

## **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 are 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.

**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.

## **Your Dental Records**

Your dental records will remain confidential and secure. However, from time to time, we may need to release these to NHS Peterborough 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 Nicola Jeffrey, Dental Services Manager on 0800 952 0870 or via email: [ccs-tr.pdac@nhs.net](mailto:ccs-tr.pdac@nhs.net)

## **Patient Advice and Liaison Service (PALS)**

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

Freephone: 0300 131 1000  
Mobile: 07507 195375  
Office number: 01480 355184  
Email: [ccs-tr.pals@nhs.net](mailto: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, 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

Tel: 01480 398799 or 07951 498777  
Email: [ccs.complaints@nhs.net](mailto:ccs.complaints@nhs.net)

**Total Voice**

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

**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](http://www.nhsbsa.nhs.uk/fraud)

**Peterborough Citizens Advice Bureau (CAB)**

Tel: 0844 499 4120

Website: [www.peterboroughcab.org.uk](http://www.peterboroughcab.org.uk)

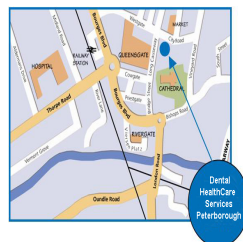
## For further information about this service contact:

Dental HealthCare Peterborough  
5 Midgate  
Peterborough  
PE1 1TN

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

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

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.