

Whittington Health Community Dental Services

Welcome to Whittington Health Community Dental Services - a dental service for adults and children with complex needs who have a proven difficulty in accessing or accepting care in the general dental services.

This leaflet tells you about our service in Camden and Islington.

Location of dental clinics

In the Community Dental Service, our staff always aim to provide the highest standard of care and service for patients.

Our dental clinics are based in the following Health Centres (HC):

Camden

Belsize Priory HC

208 Belsize Road
NW6 4DX



Crowndale HC

59 Crowndale Road
NW1 1TU



Gospel Oak HC

Lismore Circus
NW5 4QD



Kentish Town HC

2 Bartholomew Road
NW5 2AJ



Islington

Finsbury HC

17 Pine Street
EC1R 0LH



Hornsey Rise HC

Beaumont Rise
N19 3YU



Kings Cross PCC

264 Pentonville Road
N1 9JY



Holloway HC

11 Hornsey Street
N7 8GG



Clinics marked with this sign  have an induction loop at the main reception.

There is full disabled access in the clinics listed with a wheelchair symbol, , including disabled toilets.

To contact your nearest clinic, please phone the Dental Administration Office on **0203 317 2353**, or email: camdenandislingtoncds@nhs.net

Who can use this service?

Our service aims to help people who can't use general dental services ("high street" dentists) such as.

Children with extensive untreated tooth decay, anxious or unco-operative children, children with physical/learning disabilities or medical conditions, children referred for specific treatment, and children who are "looked after" or on the "at risk register".

Adults with complex needs who have a proven difficulty in accessing or accepting care in general dental services, including adults with moderate and severe learning/physical disabilities or mental health problems. Adults with medical conditions who need additional dental care, housebound and homeless people.

Everyone will be assessed on an individual basis. If you do not fall into one of the categories above, you will be given the contact details for the Patient Advice and Liaison Service (PALS) who will help you find a suitable dentist. **We will not normally treat patients who can be treated by a general dentist.**

Additional specialist services

We can also **provide treatment under sedation and do home visits.**

What should I do if I need an interpreter?

If you need a language or sign language interpreter, this can be arranged for you. Contact the Dental Clinic and let them know what you need.

How can I use this service?

Most patients will be referred to the service from a variety of sources:

- Other dentists
- Doctors
- Other health professionals: health visitors, nurses
- Carers of patients
- Voluntary organisations

If you have any difficulties accessing the service please contact the Dental Administration Office on **0203 317 2353** or email: camdenandislingtoncds@nhs.net

We can also provide you with a referral form.

Appointments

The first appointment

At the first appointment you will receive a full assessment and treatment may be offered by our service or you may be transferred to a local NHS dentist.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a check-up every six months.

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 and money.

Opening hours

We are open from Mon – Fri from 9am – 5pm. Some clinics are not open every day.

Charges

Adult patients may need to pay NHS Dental Charges. There are three charge bands depending on what treatment you require.

Band 1 – examination / x-rays / scale and polish

Band 2 – fillings / extractions / periodontal treatment

Band 3 – crowns / bridges / dentures / appliances

Current charges will be displayed at the dental clinic

Urgent treatment and out of hours care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment. If you are a patient of ours and you think you need urgent treatment please contact us, as early as possible, on **0203 317 2353** or email camdenandislingtoncds@nhs.net. Please be aware that if the clinic is fully booked you may have to wait to be seen or be transferred to another clinic.

If you need emergency dental treatment between the hours of 5PM – 8PM Mon, Tues, Thur & Fri please ring our Emergency dental service on **0203 317 2014**

If you need emergency dental treatment outside of normal opening hours, weekends and bank holidays please contact 111 for advice and direction to your nearest emergency service.

Your rights and responsibilities:

You are entitled to

- ✓ be treated with dignity and respect by all our staff
- ✓ a full explanation of your treatment options
- ✓ information about NHS charges displayed in the waiting room
- ✓ make a complaint if you are not happy with your treatment and care

You are responsible for

- ✓ giving us at least 24 hours' notice if you have to cancel or change an appointment.
- ✓ informing our staff of any change of address or other details.
- ✓ following your dentist's advice to prevent tooth decay and gum disease
- ✓ providing proof that you are entitled to claim help with the cost of NHS treatment. If you do not give us proof of this we may need to check you are eligible.
- ✓ treating our staff with courtesy and respect

Zero Tolerance Policy

We may refuse to treat patients who are violent or abusive, or fail to pay their bills. If this happens we will write to you and tell you why we can no longer treat you.

Data Protection and Confidentiality

Your dental records will remain confidential and secure. However from time to time we may need to release these to the NHS Business Services Authority to measure the quality of our service.

About our service

If you would like to comment about any aspect of our service please contact the Dental Administration Department on: **0203 317 2353** or email: camdenandislingtoncnds@nhs.net

Alternatively, you can contact the Patient Advice and Liaison Service (PALS) confidentially between 9.00 am and 5.00pm, Monday to Friday.

Whittington Health PALS Service

PALS office

The Whittington Hospital NHS Trust

Magdala Avenue

London

N19 5NF

 Telephone: [020 7288 5551](tel:02072885551) (24 hour confidential answerphone)

Email: whh-tr.whitthealthPALS@nhs.net

Fax number: [020 7288 5822](tel:02072885822)

PALS can also offer you help if you if you have a problem or need advice about any other local health services.

For further information about health and health services contact:

NHS Direct (available 24 hours)

Tel: 0845 46 47

Go to NHS Direct Interactive on digital satellite TV.

Visit www.nhsdirect.nhs.uk

Information in other languages and formats

If you would like this information in your own language please contact the Dental Administration Department on **0203 317 2353** or email camdenandislingtoncnds@nhs.net. This leaflet is also available in large print and other formats