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: camdenandislingtoncds@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 (24 hour confidential answerphone)
Email: whh-tr.whitthealthPALS@nhs.net
Fax number: 020 7288 5822

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 camdenandislingtoncds@nhs.net. This leaflet is also available in large print and other formats
<table>
<thead>
<tr>
<th>Surname:</th>
<th>First Name(s):</th>
<th>Male ☐ Female ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>**Date of Birth: **</td>
<td>**NHS Number: **</td>
<td>Is this referral Urgent?  Yes ☐ No ☐</td>
</tr>
<tr>
<td>**Current Home Address: **</td>
<td>**GP Name: GP Address: **</td>
<td><strong>Post Code:</strong> Borough:</td>
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<tr>
<td><strong>Post Code:</strong> Borough:</td>
<td><strong>Post Code:</strong> Borough:</td>
<td><strong>Phone:</strong></td>
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<tr>
<td><strong>Mobile:</strong></td>
<td><strong>Interpreter Required:</strong> Yes ☐ No ☐</td>
<td><strong>What Language?</strong></td>
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<tr>
<td><strong>Is the Patient Housebound?</strong> Yes ☐ No ☐</td>
<td><strong>Person to Contact to make appointment:</strong> Patient ☐ Other ☐ - enter details here:</td>
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<tr>
<td><strong>Name:</strong></td>
<td><strong>Relationship to Patient:</strong></td>
<td><strong>Address:</strong> Contact Number/s:</td>
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<td><strong>Relevant Medical History</strong> (main health issues, list all medication) Please attach Medical reports if available.</td>
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<td><strong>Main reason for Referral</strong> (see PTO for Acceptance criteria)</td>
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<td><strong>Summary of dental treatment attempted:</strong></td>
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<td><strong>Social Care and Disability Issues</strong> : any other Services currently being received? (e.g. mobility problems, communication issues, memory loss, personal care, Community Nursing etc)</td>
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<td><strong>Any Risks to patient or persons visiting/treating:</strong></td>
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<td><strong>Is patient known to Social Services?</strong> (Include details of Social Worker/Care Worker):</td>
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<td><strong>Name of Referrer:</strong></td>
<td><strong>Date of Referral:</strong></td>
<td><strong>Date received (office use):</strong></td>
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<td><strong>Profession/Job Title:</strong></td>
<td><strong>Organisation/Hospital/Ward:</strong></td>
<td><strong>Other Reports or X-rays attached:</strong> Yes ☐ No ☐</td>
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<td><strong>Address:</strong></td>
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Please note our [ADMISSION CRITERIA **for this service**]:

**Children:**
- Anxious or uncooperative children who have proven difficulty accepting dental care.
- Children with physical disabilities, learning disabilities or medical conditions requiring special dental care
- Children referred for specialist care e.g. sedation, management of trauma, hypoplastic teeth.
- Children who are “looked after” or considered “at risk”

**Adults:**
- Adults with moderate and severe learning disabilities
- Adults with moderate and severe physical disabilities
- Adults with severe mental health problems
- Adults with severe anxiety or phobia where treatment has *proved* to be unsuccessful
- Adults with medical conditions who require special provision
- Older people with physical or mental disabilities
- Housebound people
- Homeless people, substance misuse

**PLEASE NOTE:**
- The patient must usually be resident or have a GP in Camden or Islington. If you require the number of neighbouring PCTs please email us
- Ensure the form is completed correctly to prevent rejection or unnecessary delays in the patient being seen

**NHS Fees are charged for all dental treatment carried out by our service**

If Patient intends to claim FREE or REDUCED cost Dental Care please indicate exemption criteria and bring proof to appointment. (Please note treatment may be deferred until evidence is provided)

- Under 18 or 18 and in full time education.
- Pregnant or had a baby in the last 12 months.
- In possession of an HC2 NHS Certificate.
- An NHS tax credit exemption certificate.
- Pension Credit Guarantee Credit.
- Income Support.
- Income based Job Seekers Allowance.
- Income-related Employment & Support Allowance.
- HC3 certificate that limits the amount paid.

**HOW TO REFER:**

Please **Send/Fax** the completed form to:

**Dental Services,**
**Hunter Street Health Centre**
**8 Hunter Street**
**LONDON WC1N 1BN**
**Tel:** 020 3317 2353  **Fax:** 020 7833 4786
**Email:** **CamdenandIslingtonCDS@nhs.net**