A guide to our dental services for new and existing patients

Welcome to Northumbria Dental Service. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance. You can look in the following sections to find the information you need:

• Services available
• Clinic locations
• NHS Dental Charges
• Urgent and out of hours emergency care
• Your rights and responsibilities
• Useful contacts
• Tell us about our service
Contact details for general service enquiries

For North Tyneside Clinics:-
Dental Clinic
Albion Road Resource Centre
Albion Road
North Shields
Tyne & Wear
NE29 0HG

Tel: 0191 219 6693

For Northumberland Clinics:-
Dental Clinic
Blyth Health Centre
Thoroton Street
Blyth
Northumberland
NE24 1DX

Tel: 01670 396471

Dental Office
Room E3/31, East Wing
Wansbeck General Hospital
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

Tel: 01670 529039
Services available

Northumbria Dental Service provides specialised NHS dental care and oral health promotion services that may not always be available in general dental practices. This service is for adults and children living in Northumberland and North Tyneside who have been referred by a medical or dental practitioner or other health or social care professional.

Some of our specialised clinical services include:

- Treatment for patients with a variety of complex needs
- Dental treatment under Inhalation Sedation
- Dental treatment under General Anaesthetic
- Orthodontics
- Home visits for some elderly patients or those with medical special needs

After your specialised care is completed you will return to your family dentist for your regular routine dental treatment. Some patients with on-going and specific additional needs may continue to receive their dental care from our service.

As well as providing clinical services we also provide other services in the wider local community which include:-

- Dental screening in special schools
- National dental surveys
- Oral health promotion in Northumberland
Clinic Locations

Our clinical dental services are provided in a number of locations across Northumberland and North Tyneside:-

• Albion Road Resource Centre, North Shields
• Amble Health Centre
• Blyth Health Centre
• Morpeth NHS Centre
• Seaton Park Medical Group, Ashington
• The Oxford Centre, Longbenton
• Wallsend Health Centre
• Wansbeck General Hospital
• Hexham General Hospital

The full range of specialised services is not available at every clinic location.

A dental general anaesthetic service is also available for suitable patients at North Tyneside General Hospital, Wansbeck General Hospital and Alnwick Infirmary. Please note this service is not available for children at all sites.

NHS Dental Charges

Standard NHS dental charges will apply to those patients who are not entitled to receive free dental treatment.

The poster in our waiting room has information about the cost of NHS dental treatment. Further details about patient charges are available on the NHS Choices website.

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.
Appointments

Making an appointment
When making an appointment, we will try to offer you one as soon as possible at a convenient time. If you need to check or change an appointment please call the clinic where your appointment is booked. You will find the telephone number on your appointment card. Some clinics are not open every day, but there is a telephone answer machine for you to leave a message and the staff will return your call when they next return to the clinic.

What happens at the end of your course of treatment?
When your treatment is completed the dentist will give advice about when you should 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 be advised to attend as often as needed to keep your teeth and gums healthy. This may be every six months or could be longer or at more frequent intervals depending upon your oral health. Those patients who were referred by their family dentist will be discharged back to them for their on-going routine dental care and check-ups. We will send them a letter explaining the treatment that has been done.

Recall appointments
Some patients who have on-going and special additional needs may continue to receive their regular dental care from Northumbria Dental Service. For this group of patients an appointment will be sent to you when your check-up is due.
Cancellations

If you find 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 cost the NHS money and can delay treatment. If you miss more than 2 appointments and give less than 24 hours notice, unfortunately we may not be able to complete your treatment or offer you NHS care in the future.

How to contact us

If you have a question or concern please do not hesitate to contact the staff at the dental clinic you have been attending. The telephone contact details for the clinic are written on your appointment card.

Urgent and out of hours emergency care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition getting worse before you can make a normal appointment.

We offer a small number of appointments during clinic opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment you can contact your local clinic during opening hours 8:45am – 12:30pm, 1:15pm – 5:00pm. If your local clinic is closed that day the answer machine message will give details of a telephone number to call for advice.

If you have a dental emergency and need urgent advice after 6pm on weekdays or at any time over a weekend or bank holiday please ring the out of hours emergency dental service on NHS 111 which is free from both landlines and mobile phones.
Your rights and responsibilities

You are entitled to:

• A thorough examination of your mouth, teeth and gums
• A full explanation of your treatment options
• A written treatment plan (including costs)
• Information about NHS charges displayed in the waiting room
• Advice on how to keep your teeth and gums healthy
• Information about Northumbria Dental Service and the services available
• A care treatment summary if you decide to transfer to another dentist
• Make a complaint if you are not happy with your treatment and care

You are responsible for:

• Giving at least 24 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments - but if you miss more than 2 appointments we may no longer be able to offer you treatment
• 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
• Treating our staff with courtesy and respect
Tell us about our service:

We are always keen to hear feedback about our service and we ask all patients to take part in the NHS Friends and Family test at the end of their course of treatment. This involves answering a few questions on a pre-printed card and only takes a few minutes to complete.

However if you would like to make any additional compliments, comments or complaints, please contact:

**Freepost RSTB-GBLA-HBAS**
Patient Services and Quality Improvement Department
Northumbria Healthcare NHS Foundation Trust
7-8 Silver Fox Way
Cobalt Business Park
Newcastle Upon Tyne
NE27 0QJ

Tel: 0191 203 1340
Email: patient.services@nhct.nhs.uk

For information about how to raise a concern of for advice on how to make a complaint contact:

**Patient Advice & Liaison Service (PALS)**
Freepost RLTC-SCHH-EGXJ
North of Tyne PALS
The Old Stables
Grey’s Yard
Morpeth
Northumberland
NE61 1QD

Tel: 0800 032 0202
Text phone: 01670 511 098
Email: northoftynepals@nhct.nhs.uk
If you make a complaint and you are unhappy with the response you have the right to contact:

**The Parliamentary and Health Service Ombudsman**
Milbank Tower
Millbank
London
SW1 4QP

You can get support with making a complaint from:

**Independent Complaints Advocacy Service (ICAS)**
The Executive Centre
Cuthbert House
City Road
All Saints
Newcastle Upon Tyne
NE1 2ET

ICAS Helpline: 0808 802 3000
Email: newcastleicas@carersfederation.co.uk
Website: www.carersfederation.co.uk

Citizens Advice Bureau

Or visit www.dh.gov.uk
Alternative Formats
If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on 03 44 811 8118

Other sources of information

NHS 111

NHS Choices
www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)
www.nice.org.uk

Patient Advice and Liaison Service (PALS)
Freephone: 0800 032 0202
Text: 01670 511098
Email: northoftynepsals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust
General Enquiries 03 44 811 8111
www.northumbria.nhs.uk

PIN 147/V2

Review date: September 2018
© This material is the copyright of the Northumbria Healthcare NHS Foundation Trust