



**Northumbria Healthcare**  
NHS Foundation Trust

# Northumbria Dental Service

Issued by Northumbria Healthcare NHS Foundation Trust



# 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

Morpeth NHS Centre  
The Mount  
Morpeth  
Northumberland  
NE61 1JY

Tel: 01670 500967

#### 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 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

## 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 and Wansbeck General Hospital.

## 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 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 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](mailto:patient.services@nhct.nhs.uk)

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

**Freepost PALS**  
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](mailto: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**

Millbank 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](mailto:newcastleicas@carersfederation.co.uk)

Website: [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

Citizens Advice Bureau

Or visit [www.dh.gov.uk](http://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](http://www.nhs.uk/pages/homepage.aspx)

### **NICE (National Institute for Health and Clinical Excellence)**

[www.nice.org.uk](http://www.nice.org.uk)

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

Freephone: **0800 032 0202**

Text: 01670 511098

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

### **Northumbria Healthcare NHS Foundation Trust**

General Enquiries **03 44 811 8111**

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

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