

Information for patients and visitors

Welcome to the Community Dental Service

**Community Dental
Community & Therapy Services
Grimsby & Cleethorpes**

This leaflet has been designed to provide important information for patients, relatives, carers and visitors about the Community Dental Service in Grimsby and Cleethorpes.



Information for patients and visitors

Welcome to the Community Dental Service

This leaflet tells you about our clinics and the services they provide. Should you have any further questions please contact our Operations Manager Liz Houchin on 01472 255681 or email: elizabeth.houchin@nhs.net who will be pleased to assist you.

Opening Hours

Cleethorpes

Monday 0800 – 1800

Tuesday 0800 – 1600

Wednesday to Friday 0800 – 1630

Grimsby

Monday to Thursday 0800 – 1630

Friday 0800 – 1600

Please be aware that due to the nature of our service the Clinics may not be manned at all times as the Clinicians also work at the Hospital and other clinics when required.

To make an appointment please telephone:

03033 302630 for Cleethorpes

01472 255680 for Grimsby

Both Clinics have answer machines and no reception staff, although staff will endeavour to answer the phone, or return your call as soon as they can.

Community Dental Clinic Addresses:

Community Dental Clinic

St. Hugh's Avenue
Cleethorpes
DN35 8EB

Tel 03033 302630

Community Dental Clinic

Cromwell Road
Grimsby
DN31 2BH

Tel 01472 255680

Fax 01472 255682



Information for patients and visitors

Clinicians

Cleethorpes

Dr Sarah Bailey

BDS DPDS

Paediatric / Sedation / Orthodontics / Epidemiology

Dr Agata Siemaszko

Lek Dent

Adult Access

Grimsby

Dr Rachel Miller

BDS (U.NCLE) MFDS RCS (Ed)

Special Care / Mobile Dental Services

Dr Joanna Chojnicka-Baran

Lek Dent

Paediatric / Sedation

Facilities

The clinics are situated on the first floor of the Medical Centres, but there are lifts. There are disabled toilets and baby changing facilities. Parking is available at both clinics.

Our Range of Services:

We are a Referral only Service offering a comprehensive range of Dental treatment at our Clinics including:

- Provision of dental care for people who would not or cannot receive care from the General Dental Service (GDS), such as those with special needs or children with high needs
- Provision of treatment not generally available in general practice, such as General Anaesthesia, Orthodontics and Sedation
- Crown and Bridges, Dentures and all normal conservative dentistry such as fillings and extractions
- We also provide Oral Health Promotion Programmes with our team of Oral Health Educators
- Screening (Epidemiological studies) investigating the pattern of dental disease in the community
- Mobile outreach service for Vulnerable adults
- We provide home visits on a referral basis only for patients who cannot attend the clinic for medical reasons
- We particularly welcome anxious and phobic patients



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- We can also advise on smoking cessation
- Priority is given to those disadvantaged groups who cannot or do not use the General Dental Service:
 - Children with extensive dental disease
 - Children from families who do not normally use the GDS
- Adults and children who are disabled or have a compromising medical problem which can both affect their dental health and their ability to access dental services

Not all our Dental Officers provide all of the above services, which mean you may not be able to request a specific dentist. Please ask for details.

We do our best to ensure your dental care meets your individual needs and by following NICE guidance, will discuss the treatment options with you, giving you time to ask questions and consider alternatives.

Payments

We offer NHS treatment in our clinics. The fees change annually by a small amount and are at present:

Band 1 £20.60 – Check up, X-rays, Scale and Polish.

Band 2 £56.30 – all band 1 treatment and in addition Fillings, extractions and Root Canal Treatment.

Band 3 £244.30 – all band 1 and 2 treatment plus crown and bridge and dentures.

Emergency Care

If you require dental treatment out of our normal surgery hours then please contact 01472 344844. During clinic hours, we endeavour to see any patient as soon as we can with a dental emergency.

Patients' Responsibilities

When rearranging or cancelling appointments please contact the clinic as soon as possible giving at least 24 hours' notice. As we are part of the hospital trust we have to comply with trust policy and repeated failures to attend for appointments may result in us being unable to offer you a further appointment or cause delays to treatment.



Information for patients and visitors

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlg-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.



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Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX

03033 306999

www.nlg.nhs.uk

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