

Information for patients and visitors

Welcome to the Community Dental Service

**Community Dental
Community & Therapy Services
Scunthorpe**

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



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

Ashby

Monday to Friday 0815 to 1630

Ironstone

Monday to Friday 0815 to 1630

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:

01724 742376 for Ashby

01724 292120 for Ironstone

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

Community Dental Clinic Addresses:

Ashby Dental Clinic

Collum Lane
Scunthorpe
DN16 2SZ

Tel: 01724 742376

Community Dental Suite

Ironstone Centre
West Street
Scunthorpe
DN15 6HZ

Tel: 01724 292120

Fax: 01724 292111

Clinicians

Ironstone Centre

Dr Michael Stanfield

BSc BDS MSc MSND RCS(Ed)
MRACDS(SND)

Specialist in Special Care Dentistry
Clinical Director

Dr Samuel Watson

BDS MJDS RCS (Eng)

Paediatrics / Adult Special Care / Mobile
Dental Services / Epidemiology

Ashby

Dr Cathryn Robson

BDS (U.NCLE) MFDS RCS (Ed)

Special Care / Mobile Dental Services

Facilities

Ashby Dental Clinic is situated at ground level and Ironstone is located on the first floor but has a lift so both clinics are accessible to wheelchairs and buggies. There are disabled toilets.

Both clinics have a pay and display car park of which parking is free for the 2 hours, however you will still need a ticket.

Information for patients and visitors

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 and Sedation
- Crown and Bridges, Dentures and all normal conservative Dentistry such as fillings and extractions
- We provide home visits on a referral basis only for patients who cannot attend the clinic for medical reasons
- 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
- We particularly welcome anxious and phobic patients
- 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.

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 01724 858969. During clinic hours, we endeavour to see any patient as soon as we can with a dental emergency. Other contact details, you may find useful are:

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

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:
nlg-tr.PALS@nhs.net

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.

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.



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**Northern Lincolnshire and Goole NHS
Foundation Trust**

**Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA
01472 874111**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH
01724 282282**

**Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX
01405 720720**

www.nlg.nhs.uk

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