

## A guide to our NHS dental services for new and existing patients

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 check one of the following sections to find the information you need:

- The dental team
- Services available
- Appointments
- Practice opening hours
- Urgent and out of hours care
- Your rights and responsibilities
- Violent or abusive patients
- Useful contacts

### The dental team

At Wall Heath Dental Practice our dentists, dental nurses, and reception staff will always aim to provide a high standard of care and service for patients. The members of our dental team are:

Dr Joanne Thompson BDS MFGDB (GDC 69817)

Dr Lucy Thompson BDS BSc (GDC 101638)

Our practice is fully accessible for disabled patients.

### Services available

We have agreed with NHS England Midlands and East to provide NHS services for certain groups of patients – children up to 18 years old and adults who are exempt from paying NHS charges.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health.

We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS.

The poster in our waiting room has information about the cost of NHS treatment. Your dentist will advise you of the cost of any private treatment.

We also provide the following specialist services – sedation and home visits

We can also refer you to another dentist if you require specialist treatment involving orthodontic treatment

### Appointments

#### Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning 01384 292666

See below for information on our opening hours.

You can choose which dentist you would like to see at the practice including your regular dentist, but please note that this will depend on the appointments available.

### 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

You can book your next appointment at the end of your current course of treatment or we will contact you just before you are next due.

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

### Opening hours

Monday 8:30 am – 12:30 pm & 1:30 pm – 5:00 pm.

Tuesday, Wednesday and Friday 8:30 am – 12:30 pm & 1:45 pm – 5:15 pm.

Thursday 9:30am – 1:30pm & 2:30pm – 6:00pm

### 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 need urgent treatment outside of the opening hours you can contact the out of hours service provided by Dudley NHS on 01384 213735

We also offer a small number of appointments during practice opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment you can contact us on 01384 292666 as soon after 8:30 as possible.

## **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 for all Band 2 and 3 courses of treatment (including costs). Please note - if your treatment is a Band 1 course of treatment you may have to ask your dentist to provide this.
- Information about NHS charges displayed in the waiting room
- Advice on how to keep your teeth and gums healthy
- Information about this practice and the services available
- Make a complaint if you are not happy with your treatment and care
- Express a preference for a particular dentist

### **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. Please note – we may refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform Birmingham, Solihull and The Black Country Area Team and, in case of violence, the police.

## **Violent or abusive patients**

We have a zero tolerance policy towards violence and aggression from patients. Any patient who is violent or abusive will be asked to leave. If they do not do so the police will be called. The behaviour will be reported to NHS England Midlands and East and the patient will no longer be treated at this practice.

## **Your dental records**

Your dental records will remain confidential and secure. However from time to time we may need to release these to NHS England Midlands and East or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation.

## **Data protection**

At Wallheath Dental Practice, we take great care with all the Personal Data we hold, to ensure we comply with best professional practice and with the law. For a full copy of our Data Privacy Notice please see our website or ask at reception for a printed copy

Joanne is our Information Governance Lead and Elaine is our Data Protection Officer

## **About our service**

If you would like to comment about any aspect of our service please contact Joanne or Lucy Thompson. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with NHS England. You can get support with making a complaint from your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit [www.dh.gov.uk](http://www.dh.gov.uk).

Private dental services – the Dental Complaints Service on 020 8253 0800 or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

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

## **Useful contacts**

Joanne and Lucy Thompson  
Wall Heath Dental Practice  
7 High Street  
Wall Heath  
West Midlands DY6 0HA

NHS England Contact Centre

Telephone: 0300 311 2233

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Post: NHS England, PO Box 16738, Redditch, B97 9PT

For more advice on receiving help with the cost on NHS dental treatment, go to <http://www.nhs.uk>

**NHS Counter Fraud Service**

If you have a suspicion of fraud taking place within the NHS please contact our Fraud and Corruption Reporting Line on 0800 028 40 60 (Monday to Friday 8am-6am).