

# Special Care Dentistry Service Lincolnshire



[www.communitydentalservices.co.uk](http://www.communitydentalservices.co.uk)

# Our Services

The Special Care Dentistry Service in Lincolnshire is largely a 'referral only' service providing high quality care and treatment for patients that are resident, including homeless and socially excluded groups, within the county of Lincolnshire (excluding North and North East Lincolnshire) that meet the following criteria:

Children and adults who cannot be managed by a High Street dentist or General Dental Practitioner (GDP) because they have:

- Learning disabilities (including people who exhibit challenging behaviour)
- Severe mental health problems (including people who exhibit challenging behaviour)
- Severe physical and/or medical compromise including bariatric patients (over 23 stone 140kg) that cannot be treated in a general dentist practice
- Complex social problems (including the homeless and drug/alcohol dependent)
- Looked After Children who cannot receive on-going care from general dental practice
- Children requiring treatment who cannot be treated in general dental practice owing to behavioural difficulties and/or severe anxiety management
- Adults with severe dental phobia

We also provide home visits (domiciliary care) for patients with long term and / or progressive medical conditions; mental illness or dementia, causing disorientation and confusion in unfamiliar environments; or increasing frailty which means that they are housebound.

We can offer behaviour management and dental care for a child with high levels of dental decay as part of a joint treatment plan with the referring dentist.

For patients who meet the criteria we offer the following services:



**Children and Adults  
with Additional Needs**



**Dentist at Home**



**General Anaesthetic**



**Plus Size**



**Sedation**

We welcome referrals from dentists (General Dental Practitioners) and Health and Social Care professionals into our services. Self-referrals are also welcome for some services. To see our full criteria for those who can access our service, please visit our website or contact your nearest clinic.

The Service may provide a single item of treatment or a complete course of dental treatment for a patient and then discharge them from the Service to return to their referring practitioner. Occasionally, where appropriate, the Service will provide a patient's long term dental care. It is recognised that patients' needs do change with time and patients may be discharged after receiving care from the Special Care Dentistry Service for a period of time if their on-going dental needs can be provided by the General Dental Service.

We provide NHS dental treatment and for information and advice on receiving help with the cost of NHS treatment, pick up a leaflet from your local clinic or post office or go to:

**[www.nhs.uk/NHSEngland/Healthcosts/Pages/Dentalcosts](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Dentalcosts)**

## **The dental team**

Our dental team consists of dentists, dental therapists and dental nurses.

## **Disabled access**

All our clinics are fully accessible for disabled people. Please see our website or speak to your local clinic for assistance and advice on access requirements and disabled parking.

# Lincolnshire clinics

To contact all clinics please

**Telephone: 0333 2076630**

**Email: [cds.lincsreferrals@nhs.net](mailto:cds.lincsreferrals@nhs.net)**

## Boston

**Special Care Dental Service**

**Boston Health Clinic**

Lincoln Lane

Boston

Lincolnshire

PE21 8RU

### Opening Hours

Monday 8.45am - 5.00pm

Tuesday 8.45am - 5.00pm

Wednesday 8.45am - 5.00pm

Thursday 8.45am - 5.00pm

Friday 8.45am - 5.00pm

## Gainsborough

**Special Care Dental Service**

**Gainsborough Health Centre**

Hickman Street

Gainsborough

Lincolnshire

DN21 2DZ

### Opening Hours

Monday 8.45am - 5.00pm

Tuesday 8.45am - 12.30pm

Wednesday Closed

Thursday Closed

Friday 8.45am - 5.00pm

## Grantham

### Special Care Dental Service Grantham Health Clinic

St. Catherine's Road  
Grantham  
Lincolnshire  
NG31 6TT

#### Opening Hours

|           |              |
|-----------|--------------|
| Monday    | 8.45am - 5pm |
| Tuesday   | 8.45am - 5pm |
| Wednesday | 8.45am - 5pm |
| Thursday  | 8.45am - 5pm |
| Friday    | Closed       |

## Louth

### Special Care Dental Service

South Block  
Louth County Hospital  
High Holme Road  
Louth  
Lincolnshire  
LN11 0EU

#### Opening Hours

|           |                 |
|-----------|-----------------|
| Monday    | 8.45am - 5.00pm |
| Tuesday   | 8.45am - 5.00pm |
| Wednesday | 8.45am - 5.00pm |
| Thursday  | 8.45am - 5.00pm |
| Friday    | Closed          |

## North Hykeham

**Special Care Dental Service**

**North Hykeham Health Centre**

Moor Lane

North Hykeham

Lincoln

Lincolnshire

LN6 9BA

### **Opening Hours**

|           |                  |
|-----------|------------------|
| Monday    | 8.45am - 5.00pm  |
| Tuesday   | 8.45am - 5.00pm  |
| Wednesday | 8.45am - 5.00pm  |
| Thursday  | 8.45am - 12.30pm |
| Friday    | 8.45am - 12.30pm |

## Skegness

**Special Care Dental Service**

**Skegness Health Clinic**

Cecil Avenue

Skegness

Lincolnshire

PE25 2BX

### **Opening Hours**

|           |                                   |
|-----------|-----------------------------------|
| Monday    | 8.45am - 5.00pm                   |
| Tuesday   | Closed                            |
| Wednesday | 8.45am - 5.00pm (alternate weeks) |
| Thursday  | 8.45am - 12.30pm                  |
| Friday    | Closed                            |

## Spalding

**Special Care Dental Service**

**Johnson Community Hospital**

Spalding Road

Pinchbeck

Spalding

Lincolnshire

PE11 3DT

### **Opening Hours**

Tuesday 9.00am - 4.00pm

# Appointments

## Making an Appointment

Our service is mostly a 'referral' service and you will be contacted in the first instance by our referrals team who will arrange a convenient time and location for your first appointment. Once accepted into our service, further appointments can be made by contacting your clinic.

## Appointment times

We make every effort to see patients on time, although clinics do sometimes run late owing to circumstances outside of our control. If you feel you have been waiting too long and would like to book an alternative appointment, please speak to the clinic team who will be happy to help.

Our clinics are busy and missed appointments or late arrivals affect other patients who are in need of dental care. For this reason, your appointment may have to be rebooked if you arrive 15 minutes or more after your appointment time and this would count as a missed appointment.

## Short notice appointments

We may occasionally have appointments available at short notice. Please let us know if you may be able to attend at short notice.

## Cancellations

If you are unable to keep your appointment, please let us know as soon as you can, and with at least 24 hours' notice. Appointments cancelled with less than 24 hours' notice will be classed as late cancellations.

There are no charges for cancelled appointments for NHS treatment. However, we may refuse further treatment to patients who miss or make late cancellations for two check-ups or two appointments during a course of treatment.

## **Requesting a home visit**

We do offer home visits in Lincolnshire although under NHS regulation there are strict national criteria which you have to meet to qualify for this.

A home visit is offered only to those people who are house-bound / bed-bound and are unable to leave their residence for any reason i.e. doctor appointments, hairdresser / barber, podiatry or social occasions etc. and the usual NHS charges would apply unless you are exempt.

Referrals are welcome from individuals, family members, carers or health care professionals and once accepted into the service, you will be added to the current waiting list.

Patients needing urgent care will be given preference. If you do not need urgent care you will be contacted within a 4 to 6 week period with a visit date which will be within 13 weeks of the initial referral.

For more information about NHS Domiciliary (home) visits in Lincolnshire please contact our referrals team:

Telephone: 0333 2076630

Email: [cds.lincsreferrals@nhs.net](mailto:cds.lincsreferrals@nhs.net)

## **Choice of dentist or therapist**

We will always try to accommodate requests if you would like to see a particular dentist or therapist, however this may depend on the appointments available.

## **Urgent and out of hours treatment**

If you need urgent treatment outside opening hours please contact: Tel: Freephone NHS 111 by dialling 111.

## **Other NHS dentists**

To locate a general NHS dental practice in Lincolnshire, please do one of the following:

- Visit the NHS Choices website at [www.nhs.uk/dentists](http://www.nhs.uk/dentists)
- Call one of the following organisations who can also help with any general enquiries about NHS dental services in Lincolnshire:
- Patient Advice and Liaison Service (PALS) - 0845 602 4384
- Healthwatch Lincolnshire - 01205 820892

# Our promise to you

Our patients are at the heart of all that we do and feedback from our patients on the quality of service we provide is vital to us.

We want you to always receive a quality service and have the very best experience possible from our team of dentists, dental nurses and therapists.

## You are entitled to:

- ✓ Be treated with dignity and respect by all our team
- ✓ A full explanation of your treatment options
- ✓ A written treatment plan including costs
- ✓ See information about NHS charges displayed in the waiting room
- ✓ Request to see a particular choice of dentist
- ✓ Receive advice on how to keep your teeth and gums healthy
- ✓ Make a complaint if you are not happy with your treatment

## We ask all our patients to:

- ✓ Give at least 24 hours' notice of cancellation of an appointment
- ✓ Inform our team of any changes to your address or other details
- ✓ Follow your dentist's advice to prevent tooth decay and gum disease

- ✓ Pay your bill before treatment is finished
- ✓ Treat our team with courtesy and respect
- ✓ Bring proof of entitlement to your appointment when claiming help with the cost of NHS treatment

## **Zero tolerance policy**

We may refuse to treat patients who are violent, abusive, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform you why we can no longer treat you in person or by post.

## **Your dental records and personal information**

Your dental records and personal information will remain confidential and secure and will never be disclosed to another person or organisation without your consent. However, from time to time we may need to release some records to the NHS Business Services Authority to measure the quality of our services. If you wish to obtain a copy of your dental records, please contact our Corporate Services Manager.

We may need to contact you regarding your appointment and leave a message. Please inform us if this is NOT acceptable to you.

## **How you can tell us of your experiences**

Feedback and learning from our patients is one of the best ways we have of ensuring we fulfil our promise to you and so we really want to hear from you. We value all comments and share them with our teams so we can learn from what we did well, and do more of this; or if the comment is about how we can improve, we can reflect on how we disappointed you and make improvements for the future.

There are a number of ways you can give us feedback including comment cards, by phone, by email, in person or through our website or Facebook page, but however you decide, we will always:

- ✓ listen carefully
- ✓ take you seriously
- ✓ provide you with an explanation
- ✓ treat your feedback as confidential, unless you give us permission to share your details

### **Comment cards**

A comment card is available from the dentist, dental nurse or at reception in the clinic you visit.

You can complete this during your visit and place it in the box in the clinic; hand it to a member of the team; return it by post or on a subsequent visit to the clinic.

### **Telephone us**

Telephone us and talk us through your experience, we would be pleased to hear from you.

Telephone: 01234 310223

### **Email us**

Email your feedback to us at [info@cds-cic.nhs.uk](mailto:info@cds-cic.nhs.uk)

## Write to us

You can write to us or send a card to our Head Office:

Patient Feedback  
Community Dental Services  
Bedford Heights  
Manton Lane  
Bedford  
MK41 7PH

## On-Line questionnaire

If you visit our website you can complete a very brief on-line survey to tell us about your experiences of our services. Please see the "Give feedback now" box on our homepage

[www.communitydentalservices.co.uk](http://www.communitydentalservices.co.uk)

## Making a Complaint

**We want you to receive the best service and care in all our clinics. However, we do recognise that problems sometimes come up and we want to deal with any issues as fairly and quickly as possible.**

We also want to ensure that action is taken to prevent similar things happening again. We have leaflets in all clinics or information on our website to tell you what you can do if you wish to make a complaint or wish to bring a matter that concerns you to our attention. Better still, please contact us and we can talk about how we can make things better for you.

# Improving Oral Health in Ever More Communities

## Our Values...



**D**elivering - Excellence



**E**ngaging - Everyone



**N**urturing - Each other



**T**rusted - To do the right thing



**A**ccountable - Always



**L**eading - and Learning

## Contact us

If you would like to speak to someone about any aspect of our dental service please contact:

Corporate Services Manager  
Community Dental Services CIC  
Bedford Heights, Manton Lane  
Bedford MK41 7PH

Telephone: 01234 310223 / Email: [info@cds-cic.nhs.uk](mailto:info@cds-cic.nhs.uk)  
[www.communitydentalservices.co.uk](http://www.communitydentalservices.co.uk)

PROUD TO BE A MEMBER OF



EMPLOYEE  
OWNERSHIP  
ASSOCIATION

BETTER BUSINESS TOGETHER



**SOCIAL** WE'RE A  
**ENTERPRISE**  
BUSINESS WHERE SOCIETY PROFITS  
Certified Member of Social Enterprise UK



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