

Urgent treatment and out of hours care

If you are a patient of ours and you think you need urgent treatment please contact us, as early as possible, on **020 3316 8353**. Please be aware that if the clinic is fully booked you may have to wait to be seen or go to another clinic.

If you need emergency dental treatment after 6pm, at weekends or Bank Holidays, contact NHS 111.

Our Clinic

Uxbridge Dental Clinic

1 Redford Way
Uxbridge
Middlesex UB8 1SZ

To Make an Appointment:

If you are already a patient of our service and want to make, change, or cancel an appointment, please call our main patient line 020 3316 8353 selecting option 1 followed by option 1.

If you have been referred and want to check the progress of your referral, please call our main patient line 020 3316 8353 selecting option 2.

Patient line is open Mon - Fri: 8.45am – 16.45pm

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

whh-tr.whithealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

[Twitter.com/WhitHealth](https://twitter.com/WhitHealth)

[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

Whittington Health NHS Trust

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Community Dental Service Hillingdon

A dental service for adults and children with complex needs



Welcome to Whittington Health
Community Dental Service, Hillingdon.

This is a dental service for adults and
children with complex needs.

This leaflet provides information on

- Who can use the service?
- How to make an appointment
- What to do in an emergency
- Your Rights & Responsibilities
- How to contact us

We provide dental care only to certain groups of patients:

Children who are very anxious or
uncooperative, children with disabilities or
medical conditions requiring special care.

Adults with complex needs, such as
severe learning disabilities, physical
disabilities or mental health problems and
adults and older people with medical
conditions who need additional care,
housebound and homeless people.

Additional specialist services: We can
also provide treatment under sedation and
do home visits.

Patients must be referred to the service
by a dentist or other health and social
care professional. Referral forms can be
obtained from our website
[http://www.whittington.nhs.uk/default.asp?
c=10989](http://www.whittington.nhs.uk/default.asp?c=10989)

Email: dentalreferral.whitthealth@nhs.net

Interpreters for Appointments

If you need a spoken language or sign
language interpreter, this can be arranged
for you. Contact the service or let your
dentist know.

We will not normally treat patients who can be treated by a general dentist (GDP).

If you do not fall into one of the
categories overleaf, you will be given a list
of local NHS dentists.

Reminders and recalls

At the end of your treatment, your dentist
will discuss when you will need to see a
dentist again. 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.

Cancellations

**You are responsible for giving us at
least 24 hours' notice if you must
cancel or change an appointment.**

Your rights & responsibilities

You are entitled to

- Be treated with dignity, kindness
and respect by all staff.
- A full explanation of your treatment
options.
- Information about NHS charges
displayed in the waiting room.
- Make a complaint if you are not
happy with your treatment and care.

You are responsible for

- Informing our staff of any change of
address or other details.
- Following your dentist's advice to
prevent tooth decay and gum
disease.
- Providing proof that you are entitled
to claim help with the cost of NHS
treatment. If you do not give us
proof of this, we may need to check
if you are eligible.
- Treating our staff with courtesy and
respect.

Charges

The charge you pay depends on the
treatment you need. Please note dental
charges change annually. The charges
below are correct as of December 2020.

Band 1 £23.80 - This covers an
examination, X rays, simple cleaning,
fluoride treatment and fissure sealants.

Band 2 £65.50 – anything listed above
plus any further treatment such as fillings,
root canal work or if you need extractions
for one or more teeth.

Band 3 £282.80 - everything listed in
Bands 1 and 2 above plus crowns,
dentures and bridges.

Adult patients must usually pay charges.
You may be exempt from treatment
charges, if you are on certain benefits.
Please check when making appointments.