

### 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 Clinics



There is an induction loop at the main reception



There is full disabled access for this service

### Ealing

#### Grand Union Village Health Centre

Taywood Road  
Northolt  
Middlesex  
UB5 6WL

### Hounslow

#### Heart of Hounslow

92 Bath Road  
Hounslow  
Middlesex  
TW3 3EL

### 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.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@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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Phone: 020 7272 3070

[www.whittington.nhs.uk](http://www.whittington.nhs.uk)

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## Community Dental Service Ealing and Hounslow

**A dental service for adults and children with complex needs**



Welcome to Whittington Health Community Dental Service, Ealing and Hounslow.

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>

Email: [dentalreferral.whitthealth@nhs.net](mailto: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.