

Community special care dentistry

Information for patients and carers

This leaflet explains our services and what you can expect if you come to see us. It is for people who live in the following areas:

- Lambeth
- Southwark
- Lewisham
- Croydon
- Merton
- Sutton
- Kingston
- Richmond
- Wandsworth

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

What is the Community Special Care Dentistry service?

We are a department of King's College Hospital that works in the heart of our community.

Who is this service for?

Any patient, living in Lambeth, Southwark, Lewisham, Croydon, Kingston, Richmond, Merton, Sutton or Wandsworth, who has one or more of the following:

- physical disability
- medically complex conditions
- learning disability
- severe anxiety/phobia
- severe mental health conditions

We also see patients who:

- need a home visit
- are homeless
- are plus sized and need a bariatric service.

Please note that we also:

- Direct referrals for patients requiring hospital based special care dental treatment to appropriate South London hospitals.
- Receive and process referrals for children aged 15 years and under who need hospital paediatric dental treatment.

How can I use this service?

Most patients are referred to us by their dentist, doctor or other healthcare professional, such as a health visitor, district nurse or carer.

What happens when I am referred?

We will forward your referral to our clinical triage team. They will decide whether you need to go to a Community Special Care Dental

Service Clinic in South London. If you need to be seen in a local hospital we will arrange for your referral to be forwarded on. If you need a home visit, we may phone you to assess you as part of the referral process.

If you have any queries about our referral process, contact the central referral management team on **020 3299 3480**.

If my referral is accepted, where will I be treated?

We have several different clinics. The details of your local clinic are on the insert provided with this leaflet.

What will happen at my first appointment?

We will ask you about your medical history and any medication that you are taking. Please bring with you details of any doctors or healthcare professionals that are caring for you.

We welcome your questions. You may like to write them down before your appointment.

We will assess you, which may include taking x-rays. We will discuss the results with you and decide what treatment you need.

You may need to come to another appointment for treatment.

What will happen at the end of my course of treatment?

If you have been referred by another dentist for treatment or treatment under sedation, you will go back to the care of that dentist once the treatment is finished.

If you have been referred for ongoing care, how soon we see you again depends on the health of your teeth and gums. It could range

from three to 18 months.

At the end of every course of treatment, we will assess whether you still meet our eligibility criteria. If you no longer meet our criteria, you can find a dentist by calling NHS England on **0300 311 2233** or visiting NHS Choices at **www.nhs.uk**

Do I need to pay?

If you normally pay for NHS dental treatment, the cost will depend on what treatment you need. Your treatment will fit into three NHS dental bands.

National Health Service dental pricing bands:

Band 1 – diagnosis and maintenance, for example, check-ups and x-rays

Band 2 – simple treatments such as extractions and fillings

Band 3 – complex treatments such as crowns and dentures.

Some people do not have to pay for NHS dental treatment.

For more information about dental costs, search on 'help with dental on NHS Choices: **www.nhs.uk**

What should I do if I need an interpreter?

If you need an interpreter or a BSL signer we can be arrange this for you. Contact the dental clinic for more advice.

Urgent and out of hours treatment

After we have started your treatment we will see you if you need urgent care, for example, if you develop pain or swelling. Phone the dental clinic as early as possible so we can try to fit you in at a convenient time.

If the clinic is fully booked you may have to wait to be seen.

Normal opening hours for your clinic are on the insert provided with this leaflet.

If you think you need urgent advice or treatment outside of normal clinic hours, phone NHS 111. They will be able to give you advice or arrange for you to see an out-of-hours dentist.

Your rights and responsibilities

You are entitled to:

- be treated with dignity and care by our 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:

- giving us at least 24 hours' notice if you have to cancel or change an appointment
- informing our staff of any changes to your details, for example, your address
- 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 charge you the NHS patient contribution. You can reclaim this charge from the NHS Business Services Authority (NHSBSA) if you are exempt from charges
- treating our staff with courtesy and respect.

Sharing your information

Our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example, to support a clinical audit or to monitor the quality of care provided.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your dentist or dental nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

Who can I contact with queries and concerns?

We welcome your views on our service to help us meet patient needs. We hope that your visit will be positive and our staff will do all that they can to ensure this is the case. If however there are occasions when you feel our service is not as good as it should have been please let us know this so that we can try and put things right.

If you have a comment, suggestion or complaint about any aspect of our service, please approach a member of our staff in the first instance. If you are not satisfied with the outcome of these discussions please see details below.

PALS

The Patient Advise and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have been unable to resolve for you. The PALS office is located on the ground floor of the Hambleden Wing, near the main entrance to King's College Hospital, Denmark Hill on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.PALS@nhs.net**

You can also contact us by using our online form at
www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.

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