If you require this information in another language please contact Cambridgeshire Community Services NHS Trust Communications Team on 01480 308216.

Se necessitar desta informação num outro idioma, por favor, contacte a Equipa de Comunicações do Fundo do NHS (SNS) dos Serviços Comunitários de Cambridgeshire através do 01480 308216.

Если вам требуется эта информация на другом языке, обращайтесь в отдел связей коммунальной службы Cambridgeshire NHS Trust (Cambridgeshire Community Services NHS Trust Communications Team) по телефону 01480 308216.

A guide to our dental services for new and existing patients

Providing a lifetime of care
Welcome to Peterborough Dental Access Centre. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance.

The Dental Team
At Peterborough Dental Access Centre our dentists and dental care professionals will always aim to provide a high standard of care and service for patients.

The dental surgeons are:

- Dr Julia Hallam-Seagrave BDS, DSCD RCS Eng, Clinical Lead, Specialist in Special Care Dentistry
- Dr David Smith, BChD MSc DGDP (UK)
- Dr Wilhelmina Harlow, BChD MSc
- Dr Dorota Moscicka-Synowiec, Dental Surgeon
- Dr Redouane Abou-Hilal, Dental Surgeon
- Dr Sofia Asghar, BDS Foundation Dentist

Help with costs of dental treatment
For more advice on receiving help with the cost of NHS dental treatment, go to www.nhs.uk.

Useful contacts
NHS Direct – go to NHS Direct Interactive on digital satellite TV, visit www.nhsdirect.nhs.uk or telephone: 0845 46 47

NHS Fraud
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-6pm) or go to www.nhsbsa.nhs.uk/fraud

For further information about this service contact:
Dental Access Centre
5 Midgate
Peterborough
PE1 1TN

Tel: 01733 295854
Your Dental Records
Your dental records will remain confidential and secure. However, from time to time, we may need to release these to NHS Peterborough 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.

About our Service
If you would like to comment about any aspect of our service please contact the Practice Manager, Nicola Guppy, on 01733 295 854.

If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing to our complaints service:

The Complaints Manager - Peterborough
Anglia Support Partnership
Vinery Road, Cambridge CB1 3DX

Tel/Fax: 01223 477760
Email: complaints@asp.nhs.uk

Alternatively, you can contact the Patient Advice and Liaison Service (PALS), your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit www.dh.gov.uk.

Patient Advice and Liaison Service
Town Hall, Peterborough, PE1 1FA
Telephone: 01733 776283
Fax: 01733 776101
www.cambscommunityservices.nhs.uk

Services available
We provide NHS services only for those patients requiring urgent treatment who are not currently under the care of a General Dental Practitioner. Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating. The poster in our waiting room has information about the cost of NHS treatment.

Specialist services
Patients with a sensory impairment, physical or learning disability, mental health illness or a complex medical history can be seen by a specialist dental practitioner at the Dental Access Centre for their continuing care, providing the acceptance criteria is met. Dr Julia Hallam-Seagrave is recognised by the General Dental Council as a specialist in Special Care Dentistry. The Dental Access Centre is wheelchair friendly and has a hoist in situ.
Appointments
If you ask us for an urgent appointment, we will try to offer you one as soon as possible at a convenient time. As we provide urgent treatment, we offer same-day only appointments on a first-come first-served basis. You can make an appointment by phoning 01733 295 854, or calling into the surgery. See below for information on our opening hours. All patients have the right to choose an alternative practitioner, but please note that this will depend on the appointments available.

Opening Hours

Monday to Friday
7.45am-7.00pm (last appointment 6.30pm)

We are closed for lunch between 12.30pm-1.30pm

If you experience a dental emergency outside of our normal opening hours, please contact the Dental Emergency Service on 01223 471 798

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.

Your rights and responsibilities

You are entitled to

- 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

You are responsible for

- 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
- keeping appointments
- treating our staff with courtesy and respect

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

Please note – we may refuse to treat patients who are violent, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform the Alternative Medical Scheme.

If your treatment is a ‘Band 1’ course of treatment or you do not have to pay NHS charges, you will have to ask your dentist to provide this.