



Berkshire Healthcare
NHS Foundation Trust

Berkshire Community Dental Service

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Our Community Dental Service (CDS) provides dental care for people who have particular needs and are unable to receive treatment in a general dental practice.

Our service cares for:

- People with learning or physical disabilities
- People with mental health problems or dementia
- Housebound people
- People with complex medical problems
- Nervous or uncooperative children who may need sedation or a general anaesthetic
- Children referred for a particular dental problem.

Our service complements the care given by local dentists. We do not normally treat patients who can be treated by a general dentist. If we feel that you should be treated by a general dentist, we'll help you find one. This may happen before or when we first see you, or later after you have received care from us.

How can I be seen by the service?

You can be referred to us by your own dentist, doctor, or other healthcare or social care professional. You can also contact the service directly. Referral forms are available on the Berkshire Healthcare website by clicking on '**Our Services**'; we are listed under '**Dental**'.

There are two types of form: one for dentists making a referral and one for anyone else. If you prefer you can ring us on **07780 924 990** to be sent a referral form.

What happens when I am referred?

When we receive the referral we will check if you are eligible for dental care from us. You will then be sent a letter acknowledging receipt of your referral and the clinic to which you have been referred or a letter explaining why we are unable to see you. If you are unhappy with this decision please contact us on **01344 458 121**.

Please be aware that there is a long waiting list and it may be some months before you are seen.

What will happen on my first visit?

Normally, you will have a check-up on your first visit. We may ask some questions about your medical health and your dental history. We may also take X-rays. It is important you bring a list of medications you are taking and evidence of any benefits which may exempt you from dental charges.

The dentist will tell you if you need any treatment, explain what the treatment options are and the cost involved. You can then make a decision about the treatment.

Further appointments will be made to carry out the treatment. These may be with one of our dental therapists who carry out routine dental treatment under the direction of a dentist. They also offer oral hygiene advice to patients with disabilities and assist in providing oral care plans for these patients and their carers.



We offer
the **full range** of
NHS treatments

Can I request a particular dentist?

You will usually be offered the first available appointment at your nearest clinic. However you may request a particular dentist by phone or in writing although there may be a longer wait for an appointment.

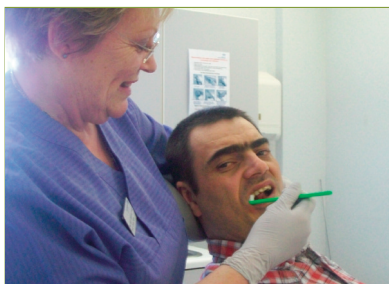
Do you have interpreters?

If you need a language or sign language interpreter or have any other communication preferences this can be arranged for you. Contact the dental clinic before your appointment and let them know what you need.

What should I do if I need to cancel my appointment?

If you are unable to keep an appointment please let the clinic know as soon as possible so we can offer the appointment to someone else. The telephone number is on your referral acknowledgement letter or see below for clinic details.

What does treatment cost?



We offer the full range of NHS treatments. You will be expected to pay for your treatment unless you are eligible for free treatment or help towards the cost of treatment. You must provide proof of exemption at your appointments.

Current charges can be found on www.nhs.uk or contact us on **01344 458 121**. To find out if you are exempt you may need to complete a form. We do not treat patients privately.

Specialist services we offer

Sedation

Some clinics have inhalation sedation which is a mixture of gas and air to help you relax. We are also able to offer sedation by injection to some patients at our clinics in Whitley and Bracknell.



Hoist

We have hoists at some clinics to transfer a patient from their wheelchair to the dental chair.

Domiciliary care

We are able to offer assessment and limited treatment for people who are unable to leave their home. We do ask people who are in wheelchairs to come to the clinic for treatment. We can give you the telephone numbers of some taxi firms which take wheelchairs should you not have your own transport.



Hospital

It may be necessary for children who need a lot of teeth out or have severe dental infection to have the treatment under general anaesthetic in hospital. We will assess them first at one of our clinics to see if this is the most suitable way to take the teeth out. We are unable to take children's teeth out under general anaesthetic for orthodontic treatment.



We are able to provide a limited range of treatment, including fillings and extractions, under general anaesthetic for patients with learning disabilities who are unable to receive treatment in a dental surgery.



What will happen when my course of treatment is completed?

At the end of each course of treatment we will assess whether you are still eligible for care in the Community Dental Service. If not, we will refer you back to your own dentist or help you to find a dentist if you do not have one. We will discuss with you when you will need to see a dentist again.

NHS dentists now follow guidelines issued by the National Institute for Health and Care Excellence (NICE). This means 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.

Your rights and responsibilities

As dental professionals, we must be registered with the **General Dental Council** and meet their standards.

There are nine principles that we must follow:

1. Put patients' interests first
2. Communicate effectively with patients
3. Obtain valid consent
4. Maintain and protect patients' information
5. Have a clear and effective complaints procedure
6. Work with colleagues in a way that is in the patients' best interests
7. Maintain, develop and work with our professional knowledge and skills
8. Raise concerns if patients are at risk
9. Make sure our personal behaviour maintains confidence in us and the dental profession.

Find out more at www.gdc-uk.org

We will:

- Treat you with dignity and respect
- Give you a full explanation of your dental problems
- Discuss the treatment options with you, including their cost
- Display information about NHS charges in the waiting room
- Give you a written treatment plan, including dental charges when you have decided what treatment you would like. The plan may change depending on your changing dental needs
- Tell you how to make a complaint if you are not happy with your treatment and care, or a compliment if you are pleased with it.

We ask that you:

- Give us at least 24 hours' notice if you have to cancel or change an appointment
- Inform us of any change of address, telephone number, medical or other details
- Follow our advice to prevent tooth decay and gum disease
- Show us proof of your benefits if you are entitled to free NHS dental treatment or help with the cost
- Treat us with courtesy and respect.

Zero tolerance

We may refuse to treat patients who are violent or abusive, or fail to pay their bills. If this happens we will write to you and tell you why we can no longer treat you.

Data protection and confidentiality

Your dental records will remain confidential and secure. However from time to time we may need to release these to the Thames Valley Area Team or the NHS Business Services Authority to measure the quality of our service.

Compliments and complaints about our service

If you would like to comment about any part of our service please contact us on **01344 458 121** or complete a friends and family service at the clinic.

You can also find details of how to give a compliment or make a complaint on our website or by contacting:

Patient Advice and Liaison Service (PALS)

on **0118 960 5027**.

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Where are our clinics?

Our teams work from clinics in Berkshire including Slough, Maidenhead, Bracknell, Reading and Newbury. Most clinics are open **9am to 12.30pm** and **1.30pm to 5pm** but please note that **not all clinics are open every day**. There is disabled access at all clinics.

To enquire about your nearest clinic and for general enquiries please contact our headquarters at Skimped Hill Health Centre 01344 458 121 or email cds.hq@berkshire.nhs.uk

Please do not send referrals or patient information to this email address.

Bracknell

Skimped Hill Health Centre, Skimped Hill Lane, Bracknell, RG12 1LH.

Telephone: 01344 458 115 (clinic)

Maidenhead

St Mark's Hospital, St Mark's Road, Maidenhead, SL6 6DU.

Tel: 01753 638 464

Newbury and Thatcham

West Berkshire Community Hospital, London Road, Thatcham, RG18 3AS.

Telephone: 01635 273428

Slough and Langley

Langley Health Centre, Common Road, Langley, SL3 8LE.

Telephone: 01753 484341

Reading - Tilehurst

Health Clinic, Corwen Road, Reading, RG30 4SH.

Telephone: 0118 9422250

Reading - Whitley

Health and Social Services Centre, 268 Northumberland Avenue, Reading, RG2 7PJ. Telephone: 0118 9207529

Is emergency treatment available?

If you have an urgent dental problem we will offer you an appointment for emergency treatment at one of our clinics within 24 hours on weekdays if:

- You have been referred and are currently having treatment at a CDS clinic
- You are a patient who, due to your disabilities, is always seen by the CDS.

Emergency treatment is to relieve severe pain, swelling, stop bleeding or prevent your oral condition worsening before you can make a normal appointment. If you have been referred to us by your dentist but have not yet been seen by us, we ask that you contact your dentist for emergency care.

Not all clinics are open every day. If you ring your usual clinic and there is no reply please leave a message on the answer phone. For details of the nearest emergency dentist outside normal working hours, please ring **111**.

Dental Access Centres

There are two Dental Access Centres for members of the public who have a dental emergency. Please ring 111 to check availability.

Slough Dental Access Centre 01753 635 505

Walk-in Health Centre, Upton Hospital, Slough, SL1 2BJ.

Open: Monday to Friday, 9am to 12.30pm; Sunday 9am to 1pm

Reading Dental Access Centre 111

Tilehurst Health Clinic, Corwen Road, Reading, RG30 4SH.

Open: Monday, Tuesday, Thursday, Friday, 9am to 12.30pm;

Sunday, 9am to 1pm



caring for and about
you is our
top priority

committed
to providing good quality,
safe services

working **together**
with **you** to develop
innovative solutions

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