

Salaried Dental Service

What to expect at your initial appointment –
special care patients

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

What is the Salaried Dental Service?

The Salaried Dental Service provides dental treatment for patients with additional needs and disabilities where attending a routine dentist may be more difficult.

The service also provides general anaesthetic and sedation treatment for children who require simple extractions of multiple teeth.

The service is accessed via referral only. Referral should be made by the patient's usual dentist or other health professional involved in their care.

We see patients at our dental access centres in Exeter and Barnstaple, and at satellite clinics in other parts of Devon.

Initial appointment

Following your referral an appointment has been made for you to attend for a new patient assessment. At this assessment we will look at your teeth and assess your oral health and decide about what treatment you may require. The appointment lasts about 30 minutes.

You may need no active treatment, but we may decide to recall you after a certain amount of time to review you.

Alternatively, we may make an appointment for treatment either with a dentist or therapist or for oral health advice from a dental nurse. We may decide to complete any required treatment in our clinics and then discharge you, or we may have to make a referral to another service to receive the treatment required. The dentist that you see will discuss this with you.

If your dental care can be provided in a general dental practice setting, you may be discharged back to the care of your dentist or provided with advice on how to access a dentist and then discharged. A limited number of patients will be recalled as their needs are so great that care in dental practice would not be possible. Patients that are recalled will be regularly assessed for their suitability for care within our service and discharged if their needs have changed.

What should I do now?

Medical history form

We require all patients to complete a medical history form; this can be found on our website:

<https://www.royaldevon.nhs.uk/services/salaried-dental-service/referral-forms/medical-history-form/>

Please complete this form before your appointment so that the dentist has the opportunity to review your medical history in advance. If you cannot complete it in advance, we may have to delay or postpone your appointment as the dentist may not have all of the correct information to be able to safely treat you.

If you do not have access to the internet, or will be unable to complete it online, we can provide a paper copy in advance or we can help you to complete it when you arrive for your appointment.

Medications

Please ensure that you list any medication you may be taking and bring a list with you to your appointment.

Other documents

Please bring any other relevant medical information with you if you have them, for example:

- Treatment Escalation Plan (TEP)
- Hospital Passport or 'This is Me' document
- If you are exempt from NHS dental charges, please bring proof of your exemption
- If you have a court appointed deputy for health or a court protection order, please bring in the relevant document to help us with consent

On the day

Please arrive around 10 minutes ahead of your scheduled appointment time, if possible. You should attend with any carer, guardian or parent that helps you and that has authority to sign any consent or forms on your behalf if you are unable to do so.

On arrival you will be asked to complete a Practice Record (PR) form. This form indicates that you will receive dental treatment as an NHS patient. NHS dental charges apply to all treatments we carry out and these are due to be paid at the time of your appointment. If you don't usually pay, are exempt, or receive certain benefits, you will need to bring proof of this to your appointment.

If you are not certain if you are entitled to free or reduced cost treatment, you **MUST** pay at the time of your appointment and claim a refund once you confirm your eligibility. There is a penalty charge of £100 as well as the cost of the treatment for incorrect claims of eligibility.

Parking at all our sites is limited. Please allow enough time to find a parking space before your appointment. You have to pay for parking at most of our sites. Disabled parking is free, but you may need to register to ensure that you can park for free. Information is displayed in each car park.

What if I can't make the appointment?

The service is very busy, so please let us know straight away if you are unable to attend the appointment. This means we can offer the appointment to someone else and we will do our best to find another appointment for you as soon as possible.

If you do not attend and fail to notify us, we may have to discharge you and you will need to be referred again.

Contact details

Phone lines are open Monday to Friday (9am to 5pm).

Exeter

Dental Access Centre
Royal Devon & Exeter Hospital (Heavitree), Exeter, Devon, EX1 2ED
Tel: 01392 405718

Barnstaple

Dental Access Centre
Barnstaple Health Centre, Vicarage Street, Devon, EX32 7BH
Tel: 01271 370562

Further information

Preparing for your visit:

More information about our service is available on our website:

www.royaldevon.nhs.uk/dental

You may be worried or anxious about your appointment. Our website has picture guides of our clinics which help you to find out what to expect when attending a dental appointment. You can access these guides here:

www.royaldevon.nhs.uk/services/salaried-dental-service/locations-and-contact/picture-guide-of-our-local-dental-access-centres

We are also happy to arrange a visit to our clinics so that you can see what they look like and what to expect when you come here. Please let us know if you would like to organise this.

Emergency or urgent dental needs:

The service does not provide a 'walk in' or 'sit and wait' clinic and can only see patients with an appointment.

If you are registered with a dentist, you should initially contact them. They have a duty of care to provide emergency or urgent treatment. If your dentist is closed or if you are not registered with a dentist, you should call the Emergency Dental Service on **0333 0063 300**. They will arrange an urgent appointment for you.

If you would like to join the waiting list to be registered with an NHS dentist, please call the same number.

If you are a special care patient registered with our service and have an urgent need, experiencing pain or discomfort, please call the Dental Access Centre in Barnstaple or Exeter.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

Royal Devon University Healthcare NHS Foundation Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.royaldevon.nhs.uk

© Royal Devon University Healthcare NHS Foundation Trust
This leaflet was designed by the Communications Department.
www.royaldevon.nhs.uk/get-in-touch