

Patient Responsibilities

We ask that you provide us with as much notice as possible if you have to cancel or change an appointment.

Please inform us of any changes of details, so that we can update your records.

Confidentiality

We take patient confidentiality extremely seriously and follow GDPR rules.

All personal information is treated in the strictest of confidence.

Compliments and Concerns

If you are either happy or unhappy with any aspect of our service please talk to a member of staff. We are always happy to receive feedback on our service.

Please find further details about how to raise a compliment or concern in our waiting room.

Missed appointments and cancellations

Missed appointments waste NHS time and resources.

If you are unable to keep your appointment please let us know as soon as possible. If you miss two appointments and give less than 24 hours notice for a cancellation, we may not be able to offer you NHS dental care in the future.

Useful information

Weekend and Bank Holiday Emergency Cover

An emergency service for out of normal working hours is provided by

Access Dental

Tel: 03330 063300 or 111

To find an NHS dentist

Enquiries to find a NHS dentist please call

Tel: 03330 063300

Car Parking

There is limited car parking on site with close links to public transport.

Contact details

Plymouth Community Dental Service

Dental Access Centre

Nuffield Clinic

Greenbank

Plymouth

PL4 8NF

Email:

livewell.plymouthcommunitydentistry@nhs.net

Tel: 01752 434664



“Smiles Better for Plymouth”



Livewell Southwest



@livewellsw

Livewell
Southwest

Supporting people to be Safe, Well and at Home

Welcome to Plymouth Community Dental Service

Our service provides dental care for people who would not or cannot receive care from a general dentist, such as those with special needs or children with high needs and patients with complex medical conditions.

We also offer:

- ◇ Treatment for patients who are in pain and do not have a regular dentist
- ◇ Routine dental care for children
- ◇ Wheel chair friendly access
- ◇ Treatment under sedation
- ◇ Treatment for dental phobias in adults
- ◇ Minor Oral Surgery
- ◇ Paediatric dental extractions by general anaesthetic (located at Derriford Hospital)

**IF YOU ARE IN DOUBT IF
YOU QUALIFY TO USE OUR
SERVICE PLEASE TALK TO
OUR ADMINISTRATION TEAM**

Important information

On arrival at reception you will be asked to fill in a medical history form and the relevant NHS paperwork.

If you are taking medication you will need to bring a list with you.

Cost of Dental Treatment

We charge current NHS charges

Patients aged 18 and over normally pay charges for NHS treatment.

There is no charge if you are:

- ◇ Under the age of 18
- ◇ If you are pregnant or have had a child in the last 12 months
- ◇ If you are aged 18 in full time education
- ◇ If you receive Income-related Employment and Support Allowance or Universal Credit (certain criteria applies)
- ◇ If you or your partner are named on a current HC2 NHS charges certificate
- ◇ If you or your partner are named on a valid NHS tax credit exemption certificate
- ◇ If you or your partner receive Income Support, Income-based Jobseeker's Allowance or Pension Credit Guarantee Credit

If you think that you qualify for exemption from dental charges you will be asked to bring evidence to your dental appointment.

Our team consists of:

- ◇ Dentists
- ◇ Dental Therapists
- ◇ Dental Hygienists
- ◇ Dental Nurses
- ◇ Decontamination Team
- ◇ Administration Team

Infection Control

We take the safety of our patients and staff seriously. We follow all the recommended guidelines with respect to the decontamination of instruments and the use of disposable items and the cleaning of the surgeries. If you have any queries please ask to speak to our Infection Control Lead.