



Oxfordshire Salaried Primary Care Dental Service

Specialised Dental Service

Information leaflet for patients

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Who we are and what we do

The Oxfordshire Salaried Primary Care Dental Service (OSPDCS) is a primary care dental service based across Oxfordshire which provides specialised dental care to children and adults who cannot be treated in general dental practice but do not need to be treated in hospital such as those with medical conditions, learning or physical disabilities, anxiety or phobia, mental health issues and children/adults requiring special care dentistry, including orthodontics.

The service has 10 clinics across Oxfordshire which provides a comprehensive range of dental treatment to patients of all ages. Some of the clinics are able to provide treatment with sedation (inhalation and intravenous) and patients requiring general anaesthetic are treated at the Horton and John Radcliffe Hospitals. Disabled access and limited parking is available at all clinics. For patients with mobility issues there is a hoist available in the clinic at East Oxford Health Centre, or dental care and treatment can be provided in patients' homes for those who are eligible.

Our team and clinics

We have a friendly team in each clinic that is skilled and experienced at offering a wide range of dental care. Staff members take time with patients to make sure they are involved in their care plan and treatment choices.

Where possible, patients are seen in a clinic convenient to them. We have ten clinics across Oxfordshire. All the clinics have wheelchair access and facilities for patients with disabilities and there is a hoist available at East Oxford Dental Clinic for patients who have difficulty transferring into the dental chair.

There is limited parking available at many of the clinic sites, please consider using alternative methods of transport. Some of the sites have 'pay and display' car parks, for more information please visit:

www.oxfordhealth.nhs.uk/news/new-pay-display-parking-charges/

For more information on our clinics, please visit our website:

www.oxfordhealth.nhs.uk/service_description/dental-services/



Why have I been referred?

You have been referred from either your regular dentist or by another health professional who might be working with you because they feel that you would benefit from receiving your dental care from us. We look forward to meeting you for your assessment appointment and helping you with your dental care.

What can I expect at my first appointment?

We will aim to offer you an initial assessment appointment within 12 weeks of referral. Once referred you will receive a letter offering you an appointment.

Initial assessment

Please arrive 15 minutes before your appointment and bring with you information regarding any medication that you are currently on, any dentures that you have and a friend or carer if you wish. You will be seen by a dentist who will talk through your dental history, discuss your current needs and carry out a dental examination. If you require any on-going treatment this will be discussed and any questions you have will be answered.

Keeping your appointment

If you cannot make an appointment or no longer need it please let us know so we can offer it to someone else. If you are running late, please call the clinic to let us know.

Clinic information

Banbury Dental Clinic, Orchard Health Centre
 Tel: 01865 904080
 Local bus routes: B5, B7, B8

Witney Dental Clinic, Witney Community Hospital
 Tel: 01865 904090
 Local bus routes: S1, S2, 233 and X15

Kidlington Dental Clinic, Kidlington Health Centre
 Tel: 01865 374533
 Local bus routes: 2, 2A, 2B, K1, K2

Abingdon Dental Clinic, Abingdon Hospital
 Tel: 01865 904075
 Local bus routes: X15, 31, 40, 41, 42, 43



Bicester Dental Clinic, Bicester Health Centre
 Tel: 01865 904004
 Local bus routes: 17, 26, S5

East Oxford Dental Clinic, East Oxford Health Centre
 Tel: 01865 904060
 Local bus routes: 5, 10, U5, U5X

Luther Street Dental Clinic, Luther Street Medical Centre
 Tel: 01865 726008
 Local bus routes: 5, 14

Wallingford Dental Clinic, Wallingford Hospital
 Tel: 01865 904085
 Local bus routes: X39, X40, 136C

Wantage Dental Clinic, The Health Centre
 Tel: 01235 774554
 Local bus routes: A1, 38, X30

Didcot Dental Clinic, Didcot Community Hospital
 Tel: 01865 904070
 Local bus routes: X1, M10, 93

What our patients say about our service

"Lovely dentist with a brilliant manner, especially with the children"

"The staff here are lovely with my dad who has dementia, thank you"

"I've always received really good treatment and advice here and they are always on time"

"Very warm dentist, I was made to feel at ease"

"My daughter normally hates the dentist and today she is smiling when coming out"

"My son was worried about his visit, but after today he is happy to come back"

"Lots of talking to reassure the patient and very supportive".

"The Dentist and his assistant were fabulous, felt at ease instantly, very good for a nervous patient".

"My dentist is very gentle and explains what she is going to do. I like her very much".

Dental costs

The charge you pay depends on the treatment you need to keep your mouth, gums and teeth healthy. You will only ever be asked to pay one charge (either band 1, 2 or 3) for each complete course of treatment, even if you need to visit your dentist more than once to finish it.

Band 1 - covers an examination, x-rays, advice, scale and polish, fluoride varnish, fissure sealant, urgent care

Band 2 - covers everything in band 1, plus fillings, root canal work or tooth extraction

Band 3 - covers everything in band 1 and 2, plus crowns, dentures and bridges.

The repair or replacement of removable braces, including retainers, will be charged at 30% of Band 3 treatment.

You may be eligible for help with all or part of the costs of your NHS dental treatment.

For information on the cost of each band or for advice on how to get help with health costs, visit our website www.oxfordhealth.nhs.uk/service_description/dental-services/ or the NHS Choices website at www.nhs.uk/healthcosts or call 0300 330 1343.



In an emergency

During working hours: If you have an NHS dentist and need urgent treatment, please contact them for advice. If you do not have an NHS dentist visit www.nhs.uk or call 0300 3 11 22 33 to find your nearest one.

Out-of-hours: If you have a problem outside normal practice hours, or you are in pain, you can first try helping yourself by taking painkillers, if you are able to take them.

If you feel the problem cannot wait until normal practice hours, you can call 111 for advice.

When to go to A&E:

- If you are in severe pain that is not helped by painkillers
- If you are bleeding a lot and it won't stop
- If you have trauma of the face or mouth after a recent accident or injury.

Finding an NHS Dentist

To find a general dental practice, please visit www.nhs.uk or call 0300 3 11 22 33.

Oral Health Promotion

Good oral health can help prevent toothache, tooth decay, gum disease and bad breath. To keep your mouth healthy follow these top tips:



1. Brush with fluoride toothpaste twice a day, for two minutes

2. Have less sugary food and drinks, especially between meals

3. Smoking and drinking alcohol can damage your teeth, for free advice and help about smoking, alcohol or drugs please contact: oral.health@oxfordhealth.nhs.uk or 01865 904076

4. Visit your dentist regularly



If you or someone you care for is continuing to find it difficult to keep a healthy mouth please ask your dentist for help and advice. If you would like more information, please get in touch by email: oral.health@oxfordhealth.nhs.uk or call 01865 904076.

Useful links

Lifestyle factors such as diet and nutrition, smoking, alcohol and drugs can damage your teeth.



For advice and tips about healthy living, diet, exercise and food swap ideas for the whole family visit www.change4life.co.uk



For free advice and help about quitting smoking contact 0800 2461072 or visit www.smokefreelifeoxfordshire.co.uk



For free advice and help with alcohol or drugs, please contact 0800 246 1072 or visit www.turningpoint.co.uk

Feedback

We are committed to providing a high standard of professional support and advice and a treatment plan that meets your individual needs. We welcome any feedback that you have regarding your experiences of our service. Please share your comments, suggestions or if you have any concerns with a member of the team by completing a satisfaction survey (available at the clinic reception).



Patient Advice and Liaison Service

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 328 7971 or email PALS@oxfordhealth.nhs.uk

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本文本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਸ਼ਕਲ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁੱਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہم سے پوچھیں:۔۔

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