Oxfordshire Community Dental Service

Oxfordshire Community Dental Service Information

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Contents

Who we are and what we do

The Oxfordshire Community Dental Service (OCDS) is part of the Oxford Health NHS Foundation Trust and provides National Health Service dentistry.

The Oxfordshire Community Dental Service provides dental treatment and advice such as:

- ✅ Special Care – dental treatment for adult patients who may have, for example, a learning disability, a physical disability, a mental health condition, dementia, a dental phobia or be medically compromised

- ✅ Paediatric Care – dental treatment for anxious or preoperative young children and children with enhanced learning needs

- ✅ Sedation – for some types of treatment, both inhalation and intravenous

- ✅ Domiciliary Visits (care at home)

- ✅ Dental Care of Bariatric Patients

- ✅ Hoists available

Who we provide care for

The Oxfordshire Community Dental Service sees a wide range of people of all ages including people with:

- Physical disabilities
- Learning disabilities
- Mental health problems
- Medical conditions such as dementia
- Extensive untreated tooth decay

Patients need to meet our criteria to be seen.

The service can also provide a range of options for children and adults who are particularly anxious or dental phobic, who are housebound or who are affected by homelessness.

We work with your local dentist providing specialist dental care to some patients who are unable to receive treatment by them.

Following treatment some patients will be discharged back into the care of their local dentist.

Finding a dentist and visiting the dentist

To find a general dental practice please visit https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/

Visiting the dentist regularly is important to prevent tooth and gum problems.

Your dentist will decide how often they need to see you based on the condition of your mouth, teeth and gums.

It could be as short as three months, but if you have no current problems, you might not need to be seen for up to two years.

Children should be taken to the dentist when milk teeth first appear. This is so they become familiar with the environment and their dentist and identify any problems at an early stage.

Emergency help

During working hours

⚠️ If you have a dentist and need urgent treatment, contact your dentist for advice.

⚠️ If you do not have a regular NHS dentist **call 0300 311 2233** or visit www.nhs.uk to find one.

⚠️ If you currently use one of our clinics, call the clinic at 8.30am. Urgent appointments are allocated on a first come, first serve basis.

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 or speaking to your pharmacist.

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

If your problem is more urgent, you can access out-of-hours dental services in your area by calling 111.

Oxfordshire Community Dental Service operates an out-of-hours service at the times below; all users are required to call 111 to access this service.

Opening times

Monday to Thursday evenings	6.30pm to 9pm
Friday evenings	6.30pm to 10pm
Saturday and Sunday	9am to 6pm
Bank holiday weekends	9am to 9pm

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 to the face or mouth after a recent accident or injury.

How may I be seen by OCDS?

Oxfordshire Community Dental Service is for individuals who are referred as they cannot receive the care that they require at a general dental practice.

To access the service, you need to be referred.

The service receives referrals from general dental practitioners, other healthcare and social care professionals and secondary care.

Referrals into the service are sent to and processed by:

Email: Dental.referrals@oxfordhealth.nhs
Phone: 01865 904040

Address:
Oxfordshire Community Dental Service
Trust Headquarters
Littlemore Mental Health Centre
Sandford Road
Oxford
OX4 4XN

We have 9 clinics which are located across Oxfordshire. We will aim to offer you an appointment at a clinic which is local to you once a referral has been received, and the criteria has been met.

Considerations will be taken if there are extra needs.

What happens when I am referred?

When we receive the referral form, we will check if you are eligible for dental care from us.

You will then receive a letter acknowledging your referral or a letter explaining why we are unable to see you.

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

We will aim to offer you an appointment within 12 weeks of referral.

Once referred you will receive a letter offering you an appointment.

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.

Interpreters

If you need a language or sign language interpreter or have any other communication preferences this can be arranged for you.

Contact the clinic before your appointment and let them know what you need.

What can I expect at my first appointment?

☑ Please arrive 15 minutes before your appointment.

☑ Please 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. Please bring any medical or dental passport you may have.

☑ You will be seen by a dentist who will carry out a dental examination.

☑ If you require any treatment then this will be discussed and any questions you have will be answered.

Dental costs

ℹ️ Dental charges depend on the treatment you need to keep your mouth, teeth and gums healthy.

ℹ️ You will only ever be asked to pay one charge for each complete course of treatment, even if you need to visit your dentist more than once to finish it.

ℹ️ If you are referred to another dentist for specialised treatment, there may be a second charge.

To find out if you are entitled to free NHS dental treatment or help with costs, please visit www.nhs.uk
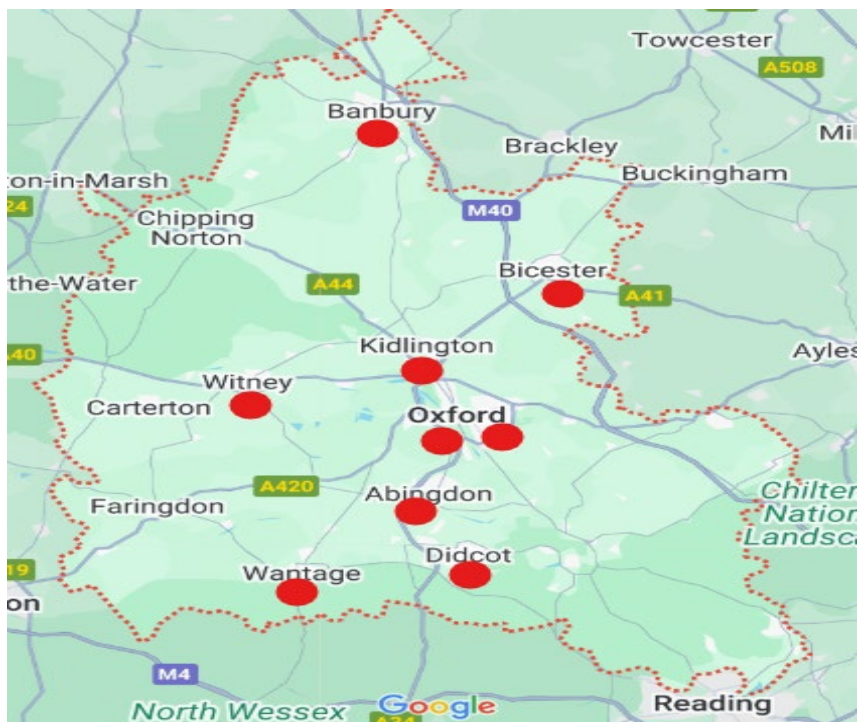
Zero tolerance

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.

Oxfordshire dental clinics

Our clinics are located across Oxfordshire.

All the clinics have wheelchair access, disabled facilities and there is a hoist available at East Oxford Dental Clinic and Murray House Dental Clinic for patients who require help into the dental chair.

Dental clinic information

Abingdon

Address:

Abingdon Dental Clinic
Abingdon Hospital
Marcham Road
Abingdon
OX14 1AG

Phone:

01865 904075

Opening times

Thursday	8.30am to 12.30pm	1pm to 4.30pm

Banbury

Address:

Banbury Dental Clinic
Orchard Health Centre
Cope Road
Banbury
OX16 2EZ

Phone: 01865 904 080

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

www.oxfordhealth.nhs.uk

Bicester

Address:

Bicester Dental Clinic
Bicester Health Centre
Coker Close
Bicester
OX26 6AT

Phone: 01865 904 004

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

Didcot

Address:

Didcot Dental Clinic
Didcot Community Hospital
Wantage Road
Didcot
OX11 0AG

Phone: 01865 904 070

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

www.oxfordhealth.nhs.uk

East Oxford

Address:

East Oxford Dental Clinic
East Oxford Health Centre
Manzil Way
Cowley
Oxford
OX4 1XD

Phone: 01865 904 060

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

Murray House

Address:

Murray House Dental Clinic
Jordan Hill Business Park
Banbury Road
Oxford
OX5 1AP

Phone: 01865 901 311

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

Luther Street (Homeless Service)

Address:

Luther Street Dental Clinic
Luther Street
Oxford
OX1 1TD

Phone: 01865 726 008

Opening times

Tuesday	9am to 12.30pm	1pm to 4.30pm

Directions to Luther Street:

Small white building next to O'Hanlon House on Luther Street, which is at the bottom of Cromwell Street, off Speedwell Street.

Luther Street offers a drop-in clinic. To gain a booked appointment you must first attend a drop-in session.

Witney

Address:

Witney Dental Clinic
Witney Hospital
Welch Way
Witney
OX28 6JJ

Phone: 01865 904 090

Opening times

Monday	8.30am to 12.30pm	1pm to 4.30pm
Tuesday	8.30am to 12.30pm	1pm to 4.30pm
Wednesday	8.30am to 12.30pm	1pm to 4.30pm
Thursday	8.30am to 12.30pm	1pm to 4.30pm
Friday	8.30am to 12.30pm	1pm to 4.30pm

Oral Health Improvement

The Dental Service Health Improvement team's role is to promote good oral health.

The team produces a variety of resources available at the clinics to help you keep a healthy mouth.

If you would like more information or would like to work in partnership, please don't hesitate to get in touch: Oral.Health@oxfordhealth.nhs.uk or call 01865 904040.

Keeping your teeth healthy

Brush your teeth twice a day, once before bed and at one other time.

Brush for 2 minutes using a family fluoride toothpaste. Spit don't rinse.

Use:

- 1350ppm-1500ppm fluoride toothpaste
- Dental floss and interdental brushes (which clean in between your teeth).

Visit your dentist regularly, as often as recommended.

Food and drink for healthy teeth

Drinks without sugar like milk or water help protect your teeth.

Savoury foods like vegetables, nuts and cheese are good for your teeth

Reduce how often you have sugary foods/drinks. Try to keep them to mealtimes only.

Watch out for hidden sugars found in fruit juices, smoothies and sauces.

Good oral health can help prevent:

❗ Tooth ache, tooth decay, gum disease and bad breath.

❗ Heart disease, stroke and premature birth.

Further information

For advice and tips about healthy living, diet, exercise and food swap ideas for the whole family visit
https://www.nhs.uk/healthier-families/

For free advice and help about quitting smoking:

Phone: 0800 122 3790. Text STOPOXON to 60777 or visit
www.stopforlifeoxon.org

For free advice and help with alcohol or drugs, please visit
www.turning-point.co.uk

Visit NHS Choices - www.nhs.uk

The NHS Choices website provides health information to help put you in control of your healthcare.

It helps you make choices about your health, from decisions about your lifestyle, such as smoking, drinking and healthy eating, to finding and using NHS services in England such as dentistry.

Use this QR code to find all Oxfordshire Community Dental Service leaflets. You can also access them in an accessible format.

Accessibility

An accessible version of this leaflet can be found on our website: www.oxfordhealth.nhs.uk/cds

If you need the information in another language or format, please contact us.

Get in touch

Address   Oxford Health NHS Foundation Trust
               Oxfordshire Community Dental Service
               Trust Headquarters
               Littlemore Mental Health Centre
               Sandford Road, Oxford OX4 4XN

Phone   01865 904040
Email   Oral.Health@oxfordhealth.nhs.uk
Website   www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone   0800 328 7971
Email   PALS@oxfordhealth.nhs.uk