Dentists:
Diana Arnott (51427) BDS BIRM 1977
Gillian Palmer (59931) LDS RCS ENG 1985

Dental Nurses:
Elaine Spencer (140241) Cert in Dental Surgery Assisting Birm 1977
Victoria Brown (131970) National Certificate NEBDN 1999
Amanda Turner (153767) National Certificate NEBDSA 1992
Jane Davey (143481) Cert in Dental Surgery Assisting NEBDSA 1981
Kizzy May (162286) National Certificate NEBDN 1996

James Paget University Hospital, Lowestoft Road, Gorleston Great Yarmouth, NR31 6LA
Tel: 01493 453027

Dental Clinic, Lowestoft Hospital, Tennyson Road, Lowestoft, NR32 1PA
Tel: 01502 587311

Dental Clinic, Newberry Childrens Centre, Lowestoft Road, Gorleston, NR31 6SQ
Tel: 01493 442322
The mobile dental clinic works from various locations as required.

The Community Dental Service sees patients with special needs who are referred for specialist dental treatment.

The service runs an Oral Health Promotion Unit to advise people how to prevent dental disease and maintain their oral health.

Dentists from the Community Dental Service also carry out dental surveys to monitor dental disease in the local community.

Who is eligible to access our service?

**Treatment services**

People who live in the Great Yarmouth and Waveney area, and who are in one of the following categories:-

- Those who have difficulty accepting their dental treatment because of their mental or physical impairment or disability;
- Those whose dental management is complicated because of their medical condition;
- Children who are particularly anxious.

**Oral Health Promotion Services**

People of any age who live in the Great Yarmouth and Waveney area.

**How to access our Treatment Services**

People are referred in to the service by letter, by their family dentist.

We also accept referrals from family doctors, specialist medical staff and other health care professionals.
Referrals should be sent to the Community Dental Service, The Administrator, Community Dental Department, James Paget University Hospital, NR31 6LA

The referrals are processed and assigned to a waiting list. Treatment is then offered at the patient’s preferred clinic where possible.

**Oral Health Promotion Services**

The team is proactive in contacting groups who could benefit from the team’s services. If any organisation or group would like some input from the team, they may contact them directly on 01493 453027 to discuss their requirements.

Patients may request, in writing, if they wish to have the dental treatment carried out by an individual dental officer.

**The clinics are open as follows:-**

**Lowestoft and Newberry**
Monday to Friday
8.30am – 12.30pm
2.00pm – 4.30pm

If you have an out of hours dental emergency which cannot wait until the next clinic please telephone 111 who will advise.

**Keeping Appointments**

If you are unable to keep your appointment please telephone us as soon as possible, so that a new appointment can be arranged and your original time can be offered to another patient.
Zero Tolerance Statement
Our staff come to work to care for others, not to become victims of violence, threatening behaviour, physical, verbal, racial abuse or discrimination. If you are violent or abusive in any way towards our staff, we have the right to refuse to treat you.

Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police, and may face prosecution.

Access to Patient Information
As healthcare professionals, we take confidentiality very seriously. We are handling sensitive information about you and your treatment plan. All employees have signed to say they will maintain confidentiality so all information about you will be treated carefully.

PALS
PALS is the Trust’s Patient Advice and Liaison Service. It is here to help you and support patients, relatives, carers and members of the public who need information about the health care system.

It can help you, your family or carers to:
• Find the information needed to answer your questions;
• Answer general enquiries about the health care services available;
• Resolve problems you may have by identifying the right people to talk to;
• Explain how you can make a complaint if your concern is unresolved.

The PALS service can be telephoned on 01493 453240
email PALS@jpaget.nhs.uk
The hospital is able to arrange for an interpreter to assist you in communicating effectively with staff during your stay through INTRAN. If you need an interpreter or a person to sign, please let us know.

If you require a large print version of this booklet, please contact PALS on 01493 453240