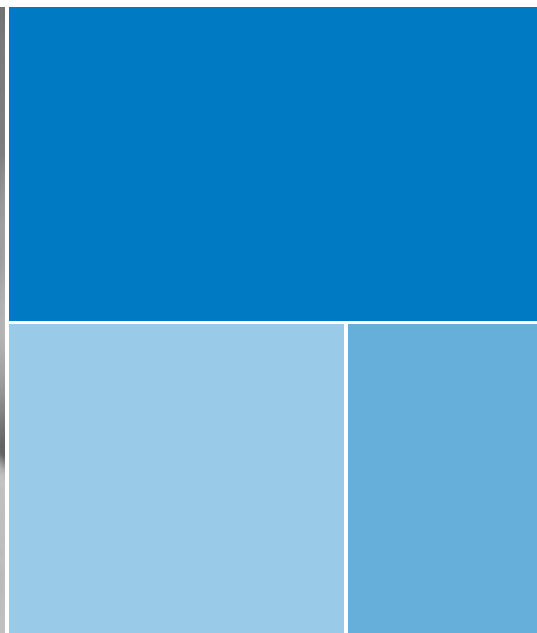


# Community Dental Service



[Patient Information](#)

**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  
Karen Playford (105288) National Certificate in Science (DN)  
NEBDN 1995  
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](mailto:PALS@jpaget.nhs.uk)

# Notes





James Paget University Hospitals



NHS Foundation Trust

### Courtesy and respect

- A welcoming and positive attitude
  - Polite, friendly and interested in people
  - Value and respect people as individuals
- So people feel **welcome**

### Attentively kind and helpful

- Look out for dignity, privacy & humanity
  - Attentive, responsive & take time to help
  - Visible presence of staff to provide care
- So people feel **cared for**

### Responsive communication

- Listen to people & answer their questions
  - Keep people clearly informed
  - Involve people
- So people feel **in control**

### Effective and professional

- Safe, knowledgeable and reassuring
  - Effective care / services from joined up teams
  - Organised and timely, looking to improve
- So people feel **safe**



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**

Author:  
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Senior Dental Officer

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