

Sheffield Community and Special Care Dentistry



Information for patients

Community and Special Care Dentistry



PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



Who are we?

The Community and Special Care Dentistry Service operates dental clinics throughout the city.

Our service provides oral care for a wide range of patients with differing needs. We have developed specialised knowledge in different fields that enables us to offer the most appropriate care for each individual.

Patients need to be referred to our service by a health care or social care professional.

You may be referred for a simple course of treatment and then discharged back to a general dental practitioner. Alternatively, if you meet the criteria for having difficulty accessing a general dental service, you may be offered continuing care with us.

Referrals go to our Central Referrals Coordinator at Firth Park Clinic. If you have received this leaflet in the post with a letter from the referrals co-ordinator, then you have already been referred and this is for your information only.

As far as possible, we aim to offer care at the most convenient time and location for each patient.

We are proud to provide care for many different groups of people through a diverse and experienced workforce. We will not tolerate any form of discrimination against either our patients or our staff.

Where are our clinics?

Our main dental hubs are Wheata Place Dental Clinic and Manor Dental Clinic

Clinic	Address	Telephone
Wheata Place	Health Centre, Wheata Place, Wordsworth Avenue, Sheffield S5 9JH	0114 226 2680
Manor	Manor Dental Clinic, 18 Ridgeway Road, Sheffield S12 2ST	0114 307 8402
Firth Park	Firth Park Clinic, North Quadrant, Sheffield S5 6NU	0114 307 8600
Hillsborough	The Limbrick Centre, Limbrick Road, Sheffield S6 2PE	0114 271 6043
Talbot	Talbot Dental Clinic, Talbot Specialist School, Lees Hall Road, Sheffield S8 9JP	0114 258 3514

Not all services are provided at every site so you may be offered an appointment at a clinic other than the one nearest to where you live.

Do I need an appointment?

An appointment system is operated at our clinics.

Opening times do vary so check with individual clinics for details.
Standard opening times are:

Monday to Friday

- Morning clinic: 9.00am to 12.15pm
- Afternoon clinic: 1.15pm to 5.00pm

Please arrive on time for your appointment. We may need to re-book your appointment if you arrive late.

If you need to cancel an appointment, please do so as soon as possible so that another patient can be seen.

If you fail to attend two appointments in a course of treatment within 12 months, your treatment may be discontinued and you will be removed from our list. A late cancellation will also be regarded as a missed appointment.

If you miss a new patient appointment you may not be offered any further appointments and a re-referral may be required.

Regular dental care is important. It helps prevent problems so you can avoid dental pain and infection. If we have concerns we may need to share information with other health and social care professionals to safeguard and promote your welfare.

Do you offer home visits?

Yes, home visits are available for some treatments and patients must fit all our acceptance criteria. Certain treatments may not be possible at home. For further information contact our Central Referrals Coordinator at Firth Park Clinic.

Central Referrals Coordinator

- **0114 307 8572** or
- email: **sht-tr.centralreferrals@nhs.net**

Do you offer emergency appointments?

In an 'out of hours' emergency please call NHS **111** for emergency advice.

We regret we cannot offer emergency appointments to non-registered patients.

What does the dentist need to know about my medical history?

If you are taking any medication please bring a list of all the medicines you are taking to your appointment e.g. Medication Administration Record (MAR) sheet or prescription.

Will I have to pay for treatment?

The service operates the NHS charges scheme and patients who are not exempt from dental charges will have to pay for treatment.

If you are unsure, please ask for details and the form 'HC1' at the clinic you attend.

Dental treatment is free for children aged under 18, or under 19 and in qualifying full time education.

Important: If you are entitled to free treatment you will be asked to show proof. You should bring this with you whenever you have an appointment.

Help us to improve our services

So that we can continue to provide a high quality user-friendly service to all our clients we welcome your comments.

You can write to:

Carry Anderson

Clinical Lead
Firth Park Clinic
North Quadrant
Sheffield
S5 6NU

Alternatively you can contact the **Patient Advice and Liaison Service:**

Patient Advice and Liaison Service
Patient Partnership Department
Royal Hallamshire Hospital
Glossop Road
Sheffield S10 2JF

- **0114 271 2400**

Or you can provide your feedback on line at:

- **www.sth.nhs.uk/patients/tell-us-what-you-think**

Or you can email:

- **sth.pals@nhs.net**



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