

Dental Surgeons
Mrs Wendy Scarle
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UEA Dental Practice,
Norwich Research Park,
Norwich, NR4 7YD

Tel: 01603 592173

Email: dentalenquiries@uea.ac.uk

Patient Information Leaflet

Our practice services are available for:

1. All current campus-based students and their direct family members (this only includes partners and children under the age of 18). The student needs to be a patient of the practice first before we can see other family members.
2. Current members of staff only (unfortunately we cannot extend this to family members).

Opening Hours: Monday to Friday, from 9:00am to 1:00pm, and 2:00pm to 5:00pm

Please note that under NHS guidelines we are not officially responsible for your routine dental care until a new patient examination has been completed by us. A current campus card must be valid and/or in date for students at the time of the new patient appointment.

We aim to offer you NHS dental care, in a safe and comfortable environment in the Medical Centre on the University Campus. The Medical Centre is located on the left-hand side of the exit road from the UEA, where it meets Bluebell Road, and we are located on the first floor.

All Appointments can be made in person at the dental reception or by telephone on 01603 592173.

Emergency Appointments: Patients suffering from acute dental pain will usually be offered an appointment the same day – please ring after our surgery opening time which is 9am. All appointments are issued on a first come/first served basis. Following this, you will be offered the earliest available appointment to continue your emergency treatment if required. Patients with other dental problems will also be seen as soon as possible. We do operate a ‘cancellation book’ system. Our policy prioritises patients in acute dental pain.

The ‘Out of hour’s emergency advice service’ is operated by NHS Direct. Details of these and other (e.g. holiday) emergency arrangements are left on our answer phone every evening and at weekends. For emergencies and urgent dental advice only, you can contact your NHS out of hour’s service on **111**. Advice and information on dental care is also available at www.nhsdirect.nhs.uk.

We ask all patients to familiarise yourselves with the following:

1. To register, all new patients must attend the Dental Reception in person with their campus card and 10-digit NHS number to enable us to take your details prior to your initial appointment being given.
2. Your new patient appointment can be made at any point the day after the practice has your details. NB: Currently NEW Patient examination appointments are approximately SIX months ahead due to demand.
3. We can offer an emergency appointment before this if you have acute dental pain.
4. For you to retain your place with the practice please note you must attend the practice for a check-up within 15 months. Failure to do so will result in us being unable to continue to offer you treatment.
5. We will continue to treat our patients who are Ex-Students and Staff only on the condition that they comply with regular attendance no more than every 15 months.
6. Please note that if you cannot attend an appointment for any reason, we request you provide at least 24 hours’ prior notice. In cases of illness please contact us as soon as possible. This enables us to reallocate your appointment to other patients.
7. If you fail to keep or cancel (within 24hrs notice) on two occasions, we reserve the right not to offer you any further appointments or treatment on the NHS.

Please do not reply on automated reminders

Payments:

Under the Dental Contract which started 1st April 2006 there are 3 bands of charges.

NHS charges annually increase April each year so for 2026/27 the charges are stated below

UEA Dental Practice Schedule of Charges	To end March 2026	From 1 April 2026
Band 1: Examination, diagnosis and preventative advice including x-rays.	£27.40	£27.90
Emergency appointment: Urgent care for an acute condition, even if your treatment needs more than one appointment to complete, you only pay one Band 1 charge	£27.40	£27.90
Band 2: Examination, diagnosis and preventative advice plus additional treatment such as fillings, root canal treatments or extractions.	£75.30	£76.60
Band 3: This covers all the above plus more complex procedures such as crowns, dentures or bridges.	£326.70	£332.10

Please note: We no longer accept cash. Payments can be made using all major credit and debit cards except American Express or Solo

Help with dental payments.

HC1 forms are available at the Dental Reception for patients wishing to apply for full or partial exemption from NHS Dental Charges due to low income. It can take several weeks for the application for exemption to be processed, so if you are not in possession of a valid certificate at the beginning of a course of treatment, all payment must be paid for. You may however apply for a refund of your charges from the Health Benefits Division within 6 months of the date of paying. Reclaim forms HC5 are available from the UEA Dental Practice.

Please bring and show all exemption certificates with you.

Car Parking

Please Park in the main University car park. If you are not already a permit holder, please add your car registration on the iPad provided on reception. This allows you to park for free for two hours. There are also some parking places on the side of University Drive for patients this also requires their car registration to be placed on the system.

Patients with Disabilities

We are sensitive to the needs of patients with Disabilities. We are situated on the first floor with lift access to the Practice and toilet facilities in the dental waiting area.

Confidentiality

We always observe complete patient confidentiality.

For your protection under the Data Protection Act we maintain both computerised and manual patient records.

Other Information

All the dental staff take great pride in the quality of our service to you and want to make your visit as pleasant an experience as possible. We will not tolerate abusive or violent behaviour on our premises in any form and have direct contact to the University Security Service

Complaints procedure

Should there be an occasion when we fall short of our own high standards, please let us know and we will do everything we can to rectify the situation. Please either call or email us on dentalenquiries@uea.ac.uk or directly to the manager on A.Herridge@uea.ac.uk. We aim to offer an initial response within 3 working days, after which we will work with you to resolve the matter you raise.

If you feel you are unable to approach us, you can contact:

Make a complaint to NHS England

- By post to: NHS England, PO Box 16738, Redditch, B97 9PT
- By email england.contactus@nhs.net, stating 'For the attention of the complaints team' in the subject line.
- By telephone: **0300 311 22 33**

OR CQC www.cqc.org.uk/give-feedback-on-care or telephone: 03000 616161