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| UEA Dental Practice, Medical Centre,Norwich Research Park, Norwich, Norfolk. NR4 7TJ |  |

Reception telephone 01603 59**2173**

Email: dentalenquiries@uea.ac.uk

**Patient Information Leaflet**

 **Dental Surgeons**

 **Mrs Wendy Scarle**

 **Dr Simon Elphick**

**We are now taking on new patients. This includes all members of staff employed and salaried by the university and students plus student’s close family members (this means partners and children under the age of 18)**

 **Opening Hours: Monday – Friday 9:00am - 1:00pm 2:00pm - 5:00pm**

**We would be grateful that anyone contacting the surgery is respectful and polite when speaking to reception.**

Please **NOTE** - We will (subject to capacity) continue to treat our patients who are Ex Students, Ex Staff and our other patients, only if or when they attend regularly.

**If you do not attend for a dental check- up within 15 months of your previous check-up date, the dental practice will no longer be able to provide treatment**.

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.

**NEW PATIENTS** will be asked to register online, please add your 10-digit NHS number (shown on your NHS card or available by ringing your doctor’s receptionist) when filling in the form. Your Campus card will be check at your first appointment

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

Payments: **It is our policy to ask for full payment at the beginning of a course of treatment,**

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

NHS charges annually increase April each year so for 2021/22 the charges are stated below

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|  Band 1: Examination, diagnosis and preventative advice including x-rays. | £23.80 |
| Emergency appointment: Treatment for an acute condition or pain at one appointment only | £23.80 |
| Band 2: Examination, diagnosis and preventative advice plus additional treatment such as fillings, root canal treatments or extractions. | £65.20 |
| Band 3: This covers all the above plus more complex procedures such as crowns, dentures or bridges. | £282.80 |

We accept major credit and debit cards or cash. Sorry no American Express or Solo

**Emergency Appointments** -Patients suffering from acute dental pain will usually be offered an appointment the same day – please ring at **9am (when we open)**, as 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. It is our policy to offer patients in pain priority.

**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

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 3 months of the date of paying. Reclaim forms are available from the UEA Dental Practice. Please bring all exemption certificates with you.

**Please note: If you cannot attend an appointment for any reason you are requested to give us a minimum of 24 hours’ notice.**

This will allow the appointment to be offered to another patient. In case of illness please contact us as soon as possible.

Due to the demands of the practice to cover all dental needs over the university, our time is important. Time lost due to failed appointments has an impact across the UEA.

**Because of this it is practice policy to withdraw a patient’s name from our list if they fail to attend their appointments TWICE.**

Car Parking

Please park in the main University car park and take a token at the barrier. If you retain your token and get it validated at the MEDICAL reception when you leave, there will be no charge for patients to park. There are also a few marked parking places on the road for patients. If you park in these bays, please come to the dental reception to get a **parking permit** to display on your dashboard.

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.

Complaint’s 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.

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 of violent behaviour on our premises in any form and have direct contact to the University Security Service

++Further details of the primary care services in this area can be obtained from:-

NHS England - East Anglia Area Team -

CPC1, Capital Business Park, Fulbourn, Cambridge, Cambridgeshire, CB21 5XE

Telephone: 01138 255320