

Making a complaint

We take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

If you would like to make a complaint, please contact the Dental Nurse Manager at the address below.

Zero Tolerance policy

We may refuse to treat patients who are violent, abusive, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform you why we can no longer treat you in person or by post.

Coventry Community Dental Service

City of Coventry Health Centre,
2 Stoney Stanton Road,
Coventry CV1 4FS
Telephone: 024 7696 1375

Follow us on Facebook:
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ServiceandOralHealth
Twitter: @CWPT_OralHealth

Your dental records

Your dental records will remain confidential and secure and will never be disclosed to another person or organisation without your consent. However, from time to time we may need to release some records to the NHS Business Services Authority or CQC to measure the quality of our services.

Our clinic

Disabled access – Our clinic is fully accessible for disabled people. Please speak to your local clinic for assistance and advice on access and parking.

Urgent and out of hours treatment – If you need urgent treatment outside opening hours please contact NHS 111 or www.nhs.uk. We offer a small number of urgent appointments during clinic opening hours.

Opening hours

Normal appointment times are:
Monday to Thursday
9.15am – 4.30pm
Friday 9am – 4pm

If you require this publication in a different format or language, please contact our Equality and Diversity department on 024 7653 6802, or write to the address opposite.

Coventry Community Dental Service



Welcome to Coventry Community Dental Service

We provide specialist paediatric, orthodontic and oral health promotion services to complex and vulnerable groups in Coventry.

We acknowledge the need to reach out to our most vulnerable patient groups to provide patient-centred care that is responsive and flexible to their needs.

We aspire to work together as a team to provide quality, up to date and evidence based care that is rooted in dignity, compassion, empathy and understanding.

Our services

To access our services you must have a referral from your dentist. If referred for specialist treatment, you will join a waiting list for our services. NHS dental treatment includes all that is necessary to secure and maintain your oral health.

Our services include:

- Domiciliary dental care;
- Treatment under sedation or general anaesthetic;
- Mobile dental service to special schools;
- Specialist orthodontics.

Our dental team consists of dentists, dental therapists, dental nurse, oral health promotion team and reception staff.

Appointments

Appointment times

We make every effort to see patients on time, although clinics do sometimes run late due to circumstances outside our control. If you feel you have been waiting too long and would like to book an alternative appointment, please speak to the receptionist who will be happy to help. Please note that this may not apply for some services.

Equally, you may have to be rebooked if you arrive 15 minutes or more after your appointment time, this would count as a missed appointment.

Short notice appointments

We occasionally have appointments available at short notice. Please let us know if you may be able to attend at short notice.

Cancellations

Please let us know at least 24 hours beforehand if you are unable to keep your appointment. Appointments cancelled with less than 24 hours' notice will be classed as a late cancellation.

Late cancellations and missed appointments

There are no charges for failed appointments for NHS treatment. However, we may refuse further treatment to patients who miss, or make late cancellations, for two check-ups or two appointments during a course of treatment.

NHS charges

As from April 2017, NHS charges are as follows:

- £20.60 – basic examination, diagnostic and preventative care
- £56.30 – includes the above, plus any fillings, extractions, root canal therapy etc. needed
- £244.30 – includes any laboratory work, such as dentures, bridges, crowns etc.

Your rights and responsibilities

You will:

- be treated with dignity and respect by all our staff;
- get a full explanation of your treatment options;
- receive a written treatment plan, including costs;
- get information about NHS charges;
- receive advice on how to keep your teeth and gums healthy;
- be able to make a complaint if you are not happy with your treatment.

We ask all our patients to:

- give at least 24 hours' notice of cancellation of an appointment;
- inform our staff of any changes to their address or other details;
- follow their dentist's advice to prevent tooth decay and gum disease;
- bring proof of entitlement when claiming help with the cost of NHS treatment;
- pay their bill before treatment is finished;
- treat our staff with courtesy and respect.

