

Community Dental Service

Ealing and Hounslow

Patient information factsheet

Overview

- Welcome to Whittington Health community dental service in Ealing and Hounslow
- This is a dental service for adults and children with complex needs in Ealing and Hounslow.

Who can use the service?

- We only provide dental care **to some groups of patients**:
 - **Children**: who are very worried or frightened or find it difficult to have treatment, and children with disabilities or medical conditions that need special care.
 - **Adults**: with complex needs, such as severe learning disabilities, physical disabilities or mental health problems. Adults with medical conditions who need extra care. Housebound and homeless people.
 - **Additional specialist services**: we can also provide treatment under sedation and do home visits.
- We will not normally treat patients who can be treated by a general Dentist.
- If you do not fit into one of the categories above, you will be given a list of local NHS Dentists.

How to get referred

Patients must be referred to the service by a Dentist or other health and social care professional.

How to make an appointment

- If you are **already a patient of our service** and want to make, change, or cancel an appointment, please call our main patient line 020 3316 8353 selecting option 1 followed by option 1.
- If you **have been referred** and want to check the progress of your referral, please call our main patient line 020 3316 8353 selecting option 2.
- This line is available Monday to Friday from 8:45 to 11:30am and from 2 to 4:45pm.

Our clinics



There is an induction loop at the main reception.



There is full disabled access for this service.

Ealing

Grand Union Village Health Centre

Taywood Road
Northolt
Middlesex
UB5 6WL

Hounslow

Heart of Hounslow

92 Bath Road
Hounslow
Middlesex
TW3 3EL

Interpreters for appointments

- If you need a spoken language or Sign Language interpreter, this can be arranged for you.
- Please let us know when you make an appointment with us.
- If we give you an appointment, contact the service immediately to let us know.

Reminders and recalls

- At the end of your treatment, your Dentist will discuss with you when you need to see a Dentist again.
- Your Dentist will decide how often they need to see you, to keep your teeth and gums healthy. You may no longer need a check-up every six months.

Cancellations

If you need to cancel or change your appointment, you must contact us **at least 24 hours** before the start of your appointment.

Your rights and responsibilities

You are entitled to:

- Be treated with dignity, kindness and respect by all staff.
- A full explanation of your treatment options.
- See information about NHS charges in the waiting room.
- Make a complaint if you are not happy with your treatment and care.

You are responsible for:

- Informing staff of any change of address or other details.
- Following your Dentist's advice to prevent tooth decay and gum disease.
- Treating our staff with courtesy and respect.
- Providing proof that you are entitled to claim help with the cost of NHS treatment. If you do not give us proof of this, we may need to check if you are eligible.
 - There are posters displayed in our clinics with details of how to find help on this.
 - Please see the NHS guidance on how to receive free dental treatment: <https://www.nhs.uk/nhs-services/dentists/who-can-get-free-nhs-dental-treatment/>
 - You can also check if you're eligible for help by visiting this website: <https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help>
 - Please ask the clinic for a HC1 form to apply

Charges

- The charge you pay depends on the treatment you need.
- Please note dental charges change annually. The charges below are correct as of April 2025.
 - **Band 1 £27.40** - This covers an examination, X rays, simple cleaning, fluoride treatment and fissure sealants.
 - **Band 2 £75.30** – anything listed above plus any further treatment such as fillings, root canal work or if you need extractions for one or more teeth.
 - **Band 3 £326.70** - everything listed in Bands 1 and 2 above plus crowns, dentures and bridges.
- Adult patients must usually pay charges.
- You may be exempt from treatment charges, if you are on certain benefits.
- Please check when making appointments.

Urgent treatment and out of hours care

- If you are a patient of ours and you think you need urgent treatment, please contact us as soon as possible on 020 3316 8353.
- Please be aware that if the clinic is fully booked, you may have to wait to be seen or go to another clinic.
- If you need emergency dental treatment after 6pm, at weekends or Bank Holidays, please contact NHS 111.

Contact our service

Call us on 020 3316 8353.

Contact our Trust

If you have a compliment, complaint or concern, please contact our Patient Advice and Liaison Service (PALS) on **020 7288 5551** or whh-tr.PALS@nhs.net.

If you need a large print, audio or translated copy of this leaflet, please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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