

## Who are we?

Peninsula Dental Social Enterprise (PDSE) works with the University of Plymouth providing training for students studying to become Dentists and Dental Hygiene Therapists. Our services provide dental treatment to patients in an educational and learning environment. Our vision is to provide high standards of primary care dental services to the local community, whilst ensuring the best clinical placement experience for our students.



We are continuously striving to improve our services and we would appreciate your feedback. If you would like to provide feedback on our services, please visit:  
<https://peninsuladental.org.uk/feedback-complaints/>



**Peninsula  
Dental**  
Social Enterprise

## How do we use your information?

Before we are able to provide any treatment, we need to obtain your consent to process your data. This is because we need to collect and store certain aspects of your personal data that is vital to ensuring that we deliver the highest standard of quality care, in the most efficient way possible.

Further information can be found on our website <https://peninsuladental.org.uk/useful-information/> or in our patient information leaflet 'Your Personal Data – Information for Patients'

If you have any questions regarding the use or storage of your personal information, or if you would like to obtain copies of your clinical records and/or x-rays, please contact us on: [pdse-info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk)

## Further information

**Peninsula Dental Social Enterprise CIC**  
Registered in England and Wales  
Company No. 08353868

**Registered Office:**  
University of Plymouth  
Emdeck Building,  
Plymouth  
Devon, England, PL4 8AA

**Directors:**  
Mr Henry Warren, Professor Robert Vaughan Witton,  
Alison Jarvis, Dr Jane Luker, Dr Sara Hurley,  
Mr Ewen McColl, Mr Nathan Findlay, Mrs Sally Crabb

## How are we doing?

**We take any complaints very seriously, if for whatever reason the service or treatment you have received at the Dental Education Facility falls short of your expectations please let us know.**

Please speak to a member of our clinical staff in the first instance or write to:

**Governance and Operations Manager**  
Peninsula Dental Social Enterprise CIC  
20 Research Way  
Plymouth Science Park  
Plymouth PL6 8BT

You can also contact us via email on:  
[pdse-info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk)

## And finally...

**Please treat our staff with courtesy and respect.**

The Dental Education Facilities have a Zero Tolerance policy regarding violence, abusive or discriminatory behaviour towards staff and students.

**If such behaviours occur, action will be taken which may involve withdrawal of your care and/or involvement of the police.**



**Peninsula  
Dental**  
Social Enterprise

PDSEcic  
 @PenDentalSE

[www.peninsuladental.org.uk](http://www.peninsuladental.org.uk)

## Information for Patients

### Paediatric Dental Clinics



Our paediatric clinics provide access to routine and emergency dental care for children between the ages of 1 and 16 who are registered with Peninsula Dental Social Enterprise

[www.peninsuladental.org.uk](http://www.peninsuladental.org.uk)

## Paediatric Patients

We accept registrations for paediatric patients between the ages of 1 and 13. Unlike our adult patients, children do not have to attend a triage appointment to assess suitability before being accepted and instead can be registered directly, providing there is availability and we are accepting new patients.

## Routine Clinics

Under the supervision of qualified Dentists and Dental Therapists, our undergraduate students run regular paediatric clinics for children aged between 1 and 13 at each of our four sites, where we aim to create a child-friendly atmosphere to encourage children to become confident when visiting the Dentist.

When your child reaches the age of 13 and over, their dental care may be transferred from the student clinic to one of our qualified Dentists.

## Emergency Appointments

Emergency appointments are available throughout the year for paediatric patients that are registered with us. If your child experiences pain, swelling, uncontrolled bleeding or facial trauma please contact the clinic as soon as possible for an appointment. If the emergency occurs outside of our normal opening hours, please contact **NHS 111** for advice.



## Children aged 16 and over

When your child reaches the age of 16 they will be discharged from our care, unless we have referred them and they are undergoing orthodontic treatment, in which case they won't be discharged until the orthodontic treatment is complete.

**We strongly recommend that you register your child with an alternative dental provider prior to their 16th birthday. Failure to do so may result in a lengthy wait for treatment once they have been discharged from our care.**



## Finding another dental provider

- Join the NHS waiting list to find an NHS Dentist in your area - you can do this by calling **03330 063 300**.
- There are many private dental practices which are often accepting new patients and whilst we cannot recommend specific practices, it is often useful to ask friends and family for recommendations.



## Attendance

Regular dental care is important for your child as it helps prevent problems so your child can avoid dental pain and infection. We understand that there are times that you aren't able to bring your child to their appointment, but if you aren't able to attend, we ask that you provide as much notice as possible and contact us at least 48 hours before the appointment. This allows us to offer the appointment to another patient and ensures that clinical time is utilised effectively.

## The "Was Not Brought" Safeguarding Process

As a parent, you have a responsibility to bring your child to appointments and if a child is "not brought" we have a duty of care to follow up on any appointment that is:

- Not attended, or,
- Not booked following advice that treatment is required, or,
- Not rebooked following a cancellation.

In these circumstances, we send a series of letters which include specific timeframes for you to contact us. If no contact is made, or a further appointment is missed, we will escalate the process by sending the next letter and we may contact your child's school or GP surgery to confirm that the contact details we hold for you are up to date.

If a child or vulnerable adult is known to require dental treatment and appointments are missed or cancelled at short notice without a reason being given, then we are obliged to make a safeguarding referral for non-attendance of health appointments due to neglect.

If there is no outstanding dental treatment and we are not able to make contact with you or you have not contacted us to rebook the appointment within the specified timeframes, we will assume that you no longer require our services, and your child will be discharged.

**Due to the high demand for access to dental care, you will not be able to re-register your child in the event that you respond after the timeframe has expired.**