

Who are we?

Peninsula Dental Social Enterprise (PDSE) works with the University of Plymouth providing training for students studying to become Dentists and Dental 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.

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

Further information

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

Registered Office:
Finance Dept,
University of Plymouth,
Drake Circus, Plymouth
Devon, PL4 8AA

Directors:
Mr Henry Warren, Professor Robert Witton, Professor Ewen McColl, Mr Nathan Findlay, Dr Jane Lucker, Dr Andrew Sleight, Professor Robert Fern, Mrs Julie Fielder

How are we doing?

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/>



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:

Clinical Governance 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



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



**Peninsula
Dental**
Social Enterprise

**Plymouth City Centre
Dental Education Practice**

Patient Information



71 New George Street,
Plymouth, Devon, PL1 1RJ

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stores.odds.pulse

www.peninsuladental.org.uk
 Telephone: 01752 987959
 Email: pdse-info@plymouth.ac.uk



How do our services operate?

At this site dental treatment is provided by Dental Students or by qualified Clinicians. Both services provide emergency care, accessed by calling **NHS 111**. Following emergency care, some patients will be offered stabilisation treatment, or a full course of treatment, either at this site or at one of our other sites. All patients are discharged on completion of their care plan, and they will need to find another dental provider for ongoing routine care.

Patients accepted for treatment will be allocated to a treatment provider based on their needs. If you feel there are extenuating circumstances which might influence who you are allocated to, please discuss your concerns with a member of our team.

Please read the section '**How much does it cost**'.

To find an NHS dentist taking on new patients, visit the NHS webpage: <https://www.nhs.uk/service-search/find-a-dentist>

How much does it cost?

Treatment by a qualified Clinician will attract NHS fees, these are payable at the time of treatment, unless you are exempt.

Treatment from a Dental Student is free of charge, however the appointments are longer, and the treatment will take more appointments to complete. Student clinics operate around their timetable and do not run year-round, meaning that this service won't be suitable for everyone.

What do I do if I have an emergency?

We have emergency appointments available to book for patients who are currently receiving treatment with us. If you are currently under treatment and experiencing severe pain, swelling or uncontrollable bleeding please contact us as soon as possible to arrange an emergency appointment. Patients requiring an emergency appointment out of normal operating hours need to contact **NHS 111**.

When are appointments available?

The Dental Education Practice is open between the hours of 9am to 5pm Monday to Friday, excluding weekends and bank holidays. Outside of these times, there is answerphone facility for you to leave a message and a member of the team will return your call.

What shall I do if I can't attend my appointment?

Please give a minimum of **24 hours'** notice if you are unable to keep your appointment by contacting: **01752 987959** so that we can allocate your appointment to someone else.

To ensure that our clinics are utilised effectively, we follow a strict failure to attend and short notice cancellation policy. Failure to give sufficient notice of non attendance may result in us being unable to provide you with further treatment. A copy of the policy is available via: <https://peninsuladental.org.uk/useful-information>

Accessibility

There are public car parks near our facility in the city centre; the closest include the Theatre Royal, Western Approach, and Colin Campbell Court. Parking charges are payable where applicable. Many bus routes stop in the city centre, with the stops at the western end of Royal Parade being the closest to our facility. Taxis can stop near to our entrance, and there's a taxi rank nearby.

Please see our inclusive access guides for further details <https://peninsuladental.org.uk/clinics/plymouth-city-centre/>

If you require this in a paper or large print format, please speak with a member of our team or email: pdse-info@plymouth.ac.uk



Patient journey...

- > Apply to become a patient through the processes detailed in the 'How do our services operate' section.
- > If accepted, attend appointments to receive your treatment, or inform us in good time if you are unable to attend.
- > When your treatment is complete you will be discharged, and you will need to find your own dental provider for ongoing care.