



Accessibility

We want our services to be accessible to everyone. Free parking is available in the shared public car park for patients. Space may be limited at busier times. Close to the city centre, there are various public transport routes available to patients.

Please see our inclusive access guides for further details www.peninsuladental.org.uk/clinics/devonport/ 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

How do we use your information?

In order to provide your treatment at Peninsula Dental Social Enterprise we will need to collect information from you. This information is vital to ensuring that we deliver the highest standard of quality care, in the most effective way possible.

We will ask you if you want information to be shared with your support worker/support organisation.

For further information, please see Information for Patients – Your Personal Data www.peninsuladental.org.uk/useful-information/ . 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 pdse-info@plymouth.ac.uk



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 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:

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.

Information for Patients

Health Inclusion Pathway Plymouth (HIPP) Dental Clinic



Devonport DEF, Damerel Close, Madden Road,
Devonport, Plymouth, PL1 4JZ

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



**Peninsula
Dental**
Social Enterprise

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 @PenDentalSE

www.peninsuladental.org.uk

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The Plymouth Alliance



Who are we?

Peninsula Dental Social Enterprise (PDSE) works with The Health Inclusion Pathway, Plymouth (HIPP) to provide oral health services to people who are homeless and have complex and longstanding oral healthcare needs.

How do our services operate?

We accept referrals for primary care dental treatment from a number of community organisations associated with The Plymouth Alliance. The aim of The Plymouth Alliance is to coordinate a complex needs system which will enable people to be supported flexibly, receiving the right help, at the right time, in the right place.

What treatment is provided?

We provide a range of dental treatment based on the treatment need of the patient. At your first appointment, the clinician will assess your dental needs and discuss a treatment plan with you. They will then book as many appointments as needed to complete your treatment.

How much does it cost?

There is **no cost** to the patient for any of the dental treatment we provide.

How can I become a patient?

We accept referrals for adult patients from a range of support organisations. The support organisation should contact the HIPP Administrator on **01752 987959** or email **pdsecommunitydentalclinic@plymouth.ac.uk** to see if we are open to new referrals.



Patient feedback

"I've always been terrified of the dentists and the needles, but the dentist talked to me and calmed me and took that fear away"

Community Clinic Patient

When are appointments available?

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

We have emergency appointments available to book on the day 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.

If an emergency appointment is required outside of our working hours, during the weekend or on a bank holiday please call **NHS 111** for dental advice in your local area.

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 your course of treatment being ended. A copy of the specific HIPP Dental Clinic Attendance policy is available via **www.peninsuladental.org.uk/useful-information/**, 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**