

## Oxford Orthodontic Centre

*a guide to NHS orthodontic services  
for new and existing patients*

This leaflet contains important information about the NHS services we provide, how to make an appointment and who to contact for further information and assistance. It should be read in conjunction with our Practice Brochure (Practice Information Leaflet). We have agreed with Oxfordshire PCT to provide NHS specialist orthodontic care for qualifying patients under the age of 18 years at the start of treatment; the contractor is Dr Jeremy Breckon. Although you are entitled to an orthodontic assessment, orthodontic treatment is now limited to the more severe conditions. We are also restricted in the number of treatments we provide per year.

### Normal Opening hours

Mon	08:30 to 18:00 –appointments before 16:00
Tue	08:30 to 18:00 –appointments before 16:00
Wed	09:00 to 17:30 –appointments before 16:00
Thu	08:30 to 12:00 –reception only
Fri	08:30 to 18:00 –appointments before 16:00
Sat	09:00 to 13:00 –reception only (1:3)

The practice is closed for lunch 13:00 to 14:00

### Urgent treatment and out of hours care

Urgent treatment is treatment that the dentist considers necessary to relieve severe pain. During normal surgery hours we retain a small number of appointments for patients who need urgent treatment but do not have an appointment. If you need urgent treatment outside opening hours you can contact 0845 345 8995 for further advice.

### Your rights and responsibilities

#### *You are entitled to*

- An orthodontic assessment, however NHS orthodontic treatments are limited by the PCT (see website for details about rationing)
- An explanation of your treatment options
- A written treatment plan
- Information about NHS charges displayed in the waiting room. Orthodontic treatment is free to patients under the age of 18. However, there are charges for lost and broken appliances.
- Advice on how to keep you teeth and gums healthy
- Information about this practice and the services available
- A care and treatment summary if you decide to transfer treatment to another dentist
- Make a complaint if you are not happy with your treatment and care

#### *You are responsible for*

- Giving at least 24 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments but we may no longer be able to offer you treatment.
- Following your dentist's advice to prevent tooth decay and gum disease.
- Paying your bill promptly; there are NHS charges for lost and broken appliances, even for exempt patients.

- Bring proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked. Patients found to have incorrectly claimed help with the cost of NHS treatment may receive a penalty charge.
- Treating staff with courtesy and respect.

### Other Information

Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities at the Oxfordshire PCT. Your dental records will remain confidential and secure. However, from time to time we may need to release these to Oxfordshire PCT or the NHS Business Services Authority as part of our on going clinical review process. We will try to contact you before releasing your dental records to another organisation. Missing appointments wastes time and resources, which are needed for other patients. Our policy (supported by the PCT) is that if, on more than two occasions, patients either cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account.

### About our service

If you would like to comment about any aspect of our service please contact the Practice Manager on 01865 308818 who will be able to deal with your concern and talk you through our complaints procedure. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with the Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London SW1P 4QP. You can get support with making a complaint from: our complaints manager, Patient Advice and Liaison Service (0800 052 6088, pals@oxfordshirepct.nhs.uk), your local Independent Complaints Advocacy Service (ICAS) or Citizens Advice (visit [www.dh.gov.uk](http://www.dh.gov.uk)).

### Local Primary Care Trust

Oxfordshire PCT, Jubilee House, 5510 John Smith Drive,  
Oxford Business Park South, Oxford OX4 2LH  
Tel: 01865 336800 [www.oxfordshirepct.nhs.uk](http://www.oxfordshirepct.nhs.uk)

### Local NHS services

NHSDirect—go to NHS Direct Interactive on digital satellite TV, visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or Tel 0845 4647

### Care Quality Commission

We are registered with the CQC (29<sup>th</sup> June, 2011): CQC, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG; Tel 03000 616161; see [www.cqc.org.uk](http://www.cqc.org.uk) for contractor registration details.

### NHS Counter Fraud Service

For more advice on receiving help with the cost of NHS dental treatment go to [www.cfsms.nhs.uk](http://www.cfsms.nhs.uk) and click on 'Entitled to help with NHS costs'. If you have a suspicion of fraud taking place within the NHS please contact the Fraud and Corruption Reporting Line on 0800 028 40 60 (Monday to Friday 08:00—18:00)

Providing NHS Dentistry

