



### Your dental records and the GDPR

We have a legal obligation under the General Data Protection Regulation (GDPR) to ensure that your records are securely stored and only accessed on a need to know basis. As part of your dental treatment we may need to share your records with a relevant third party, this will only be done with your consent. You can request a copy of your records by writing to the practice manager.

### Safeguarding

As dental professionals, we have a responsibility to raise any concerns that we may have about the possible abuse or neglect of children or vulnerable adults. If we make a professional judgement we may decide to share our concern with the appropriate authority.

### Violent and aggressive patients

We operate a zero tolerance policy towards violent, aggressive and abusive behaviour. Any person behaving in this way will not be seen at the practice and reported to NHS England and in some cases, reported to the police.

#### Woolston Dental Practice

2 Victoria Road, Woolston, Southampton,  
Hampshire, SO19 9DX  
Telephone: 023 8044 7728

#### Totton Dental Practice

123 Salisbury Road, Totton, Southampton,  
Hampshire, SO40 3HZ  
Telephone: 023 8087 1166

#### Holbury Dental Practice

Unit 9, Chevron Business Park, Lime Kiln Lane,  
Holbury, Southampton, Hampshire, SO45 2QL  
Telephone: 023 8089 1936

#### Gosport Dental Practice

Rowner Health Centre, 143 Rowner Lane,  
Gosport, Hampshire, PO13 9SP  
Telephone: 023 9 254 5000

#### Portsmouth Dental Practice

1-3a London Road, Portsmouth,  
Hampshire, PO2 0BQ  
Telephone: 023 9266 5877

#### Swanage Dental Practice

118 Kings Road West, Swanage,  
Dorset, BH19 1HS  
Telephone: 01929 427356

### Comments and Complaints

We aim to give you a professional and friendly service at all times. However, if you have any comments or complaints about our service please contact the practice manager in writing.

### Patient Information Leaflet

If you need a copy of this leaflet in a different format, please ask a member of the reception team. We can arrange interpretation and translation services. Please let us know whether you will require this service when booking an appointment.



**SCA Trafalgar is a social enterprise delivering high quality NHS dentistry in Hampshire and Dorset. As a social enterprise we reinvest every penny we make back into the organisation and the wider community to help us to improve more lives.**

Here at Trafalgar we aim to provide a friendly, professional and accessible dental service available to all members of our communities. We have a great deal of experience in our teams and welcome patients who may be nervous about seeing a dentist or who may not have visited a dentist for a number of years.

We welcome patients who use wheelchairs to all our practices. If you would like to receive your treatment in your own wheelchair please ask at the time of booking and we will do our best to accommodate your wishes

### Registering as a patient

Please contact us to see if we are registering new patients. If we are, you can pick up a registration form from reception or visit us online. To ensure that we hold up to date information, you must advise us if any changes take place to your details and any medication you take.

### Cancellations of your dental appointment

Please give 24 hours notice of cancellation. If you fail to attend or are late cancelling two appointments within one year, or in the same course of treatment, we may not be able to complete your treatment or offer you another appointment. Late cancelled private and hygienist dental appointments will result in you losing your deposit or you being charged.

## Your rights and responsibilities

### You are entitled to:

- a thorough examination of your mouth, teeth and gums
- a full explanation of your treatment options
- a written treatment plan (including costs)
- advice on how to keep your teeth and gums healthy
- information about the practice and the services available
- a care and treatment summary if you decide to transfer to another dentist
- make a complaint if you are not happy with your treatment and care.

### You are responsible for:

- following your dentist's advice and the agreed treatment plan to prevent tooth decay and gum disease
- arriving promptly for your appointment
- treating our staff and patients with courtesy and respect
- paying your bill on time
- notifying us when you cannot attend an appointment.



**I was very impressed with the whole experience starting with the warm greeting from the receptionist to the dental staff."**

*Jacqui*

## Quality

Our dental practice is regulated by the Care Quality Commission (CQC) and the General Dental Council (GDC).

To view our CQC report or to find out more information about CQC please visit [www.cqc.org.uk](http://www.cqc.org.uk).

To find out more about the GDC please visit [www.gdc-uk.org](http://www.gdc-uk.org). CQC inspectors have the legal right to access patient records if necessary.



## Emergency appointments

Urgent treatment is classed as pain, trauma, swelling or uncontrolled bleeding. For patients experiencing any of these symptoms please contact us as early in the morning as possible. We do have allocated emergency slots but if these are full, we will offer you a sit and wait service, please note; there will be no allocated time slot for this service and no guarantee can be given on the length of waiting time.

If you have a dental emergency outside of our normal opening hours, please dial 111 for emergency advice or treatment.

Calls are free and the service is available 365 days a year, 24 hours a day. Please note, this service is not provided by the practice but commissioned by NHS England.