

## Dental clinic opening hours

The dental service is provided from Health Centres which are normally open from 9am to 5pm from Monday to Friday.

The dental service may not be available at all these times on every day of the week. For further information please contact the health centre, or contact us on 0151 295 8640.

## How to access our service

This is by referral from your regular dentist or other healthcare professional. We will always attempt to help you find dental care that is appropriate to your needs.

## Where to go if the surgery is closed

Should you have a dental emergency outside of the clinic's opening hours, please call this number for advice: 0151 295 8640 or Out of Hours: 0161 476 9651 (Calls may be recorded)

Dentist	GDC No
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Helen Sayer	63658
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*BDS University of Liverpool 1988*

Clare Ledingham	61538
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*BDS University of Bristol 1986*

*MSc London 1991*

*PhD University of Liverpool 2000*

Julie Whitehead	73439
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*BDS University of Liverpool 1997*

## Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver.

If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team.

Telephone: 0151 471 2377 or Freephone: 0800 328 2941

Email: [palsandcomplaints@merseycare.nhs.uk](mailto:palsandcomplaints@merseycare.nhs.uk)

To request this leaflet in an alternative format or language, please speak to a member of staff.

## Community Dental Health Service

Hartington Road Clinic  
Lesseps Road, Liverpool, L8 0SG

Tel: 0151 295 8640

Details of how to find an NHS dentist and the details of other dental services in Liverpool can be obtained by calling

**healthwatch**  
Liverpool

Tel: 0300 7777 007

BDA Good Practice  
Member



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

# Dental Service Old Swan



Crystal Close  
Liverpool, L13 2GA

Tel: 0151 295 8634

## Services provided

- NHS Dental Treatment
- Treatment for anxious patients
- Preventive care
- Dedicated Oral Health sessions
- Assessment and advice for housebound patients.

## NHS dental charge

Unless exempt, normal NHS Dental charges apply. We accept payment by cash, cheque or card. Posters in the waiting room have more information about the cost of NHS treatment. Leaflets are also available.

## Your rights and responsibilities

You have a right to be treated with dignity, respect and to be seen within half an hour of your appointment time. An explanation will be given if you are kept waiting for any reason. If you are unable to attend your appointment, please let us know in advance, so that the appointment may be offered to another patient. Missed appointments waste valuable time and resources.

## Disabled access

All our clinics have disabled access and toilet facilities. If you have a disability that you think we should know about please give us a call before your appointment and we will do our best to put suitable arrangements in place in order to accommodate your needs.

## Requesting services

You can express a preference about which dentist you see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Please state who you would like to be seen by when booking an appointment.

## Zero tolerance to abuse or violence to NHS staff

Patients who are violent or abusive to dental staff, reception staff, or anyone else on the premises will be refused treatment and reported to the appropriate authorities.

## Data protection

Data protection law requires us to process your personal data fairly and lawfully. We take our duty to protect your personal information and confidentiality very seriously, and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible. If you have any questions pick up a leaflet at your clinic or go to [merseycare.nhs.uk](https://merseycare.nhs.uk).