

Dental clinic opening hours

Monday to Friday 9.00am to 5.00pm
(Closed for lunch 12.30pm to 1.15pm)

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

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| Heidi Wynne Roberts | 74905 |
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BDS University of Liverpool 1998

MFDS Royal College of Surgeons of England 2002

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| Lisa Karen Allen | 82200 |
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BChD University of Leeds 2003

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| Elizabeth Grace Garside | 73325 |
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BDS University of Liverpool 1997

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| Muniza Waseem | 302666 |
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Foundation Dentist

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

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

For further information about NHS dental services provided in Knowsley please contact

healthwatch
Knowsley

Tel: 0151 449 3954

BDA Good Practice
Member



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Dental Service River Alt



River Alt Resource Centre
102a Woolfall Health Avenue
Huyton, L36 3YE

Tel : 0151 351 8575

Services provided

- NHS Dental Treatment
- Treatment for anxious patients
- Preventive care
- Dedicated Oral Health sessions
- Assessment and advice may be available for housebound patients. Please discuss your individual needs with a member of the team.

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.

Dental students

The clinic you are attending may be involved in the training of future dentists. If this is the case, you may be asked permission to allow students to treat you. The students are supervised by fully trained dentists at all times. If you do not wish to take part it will not affect your treatment in any way.

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.