

Hohne Dental Centre Personnel

CLINICIANS

Regional Senior Dental Officer x 1
Dental Officer x 4
Civilian Dental Practitioner x 1
Dental Hygienist x 1

DENTAL NURSES

Dental Nurse x 3
Civilian Dental Nurse x 5

ADMINISTRATION

Regional Practice Manager
Practice Manager
Receptionist

For further information please see the personality board at the entrance to reception.



Practice Information Leaflet



Defence Dental Services

Dental Centre Hohne
Haig Barracks BFPO 30
Tel: Mil 94877 2323
Civ 05051962 2323

Dental Centre Fallingbostel
Lumsden Barracks BFPO 38
Tel: Mil 94876 2369
Civ: 05162 971 2369

Opening Hours:

Mon-Thu: 0800 -1230 1330 -1630
Fri: 0800 -1230 1300 -1600

Appointments may be made in person or by telephone. All patients require an inspection before any routine treatment or hygienist appointments can be made.

Welcome to your DDS Dental Centre:

The aim of this leaflet is to provide you with information regarding the services provided within the Defence Dental Services (Germany).

Entitlement to Treatment:

All military personnel and their families are entitled to dental treatment. Some UK based civilians and their families are entitled to dental treatment (entitlement is stated on your ID card). Personnel employed by NAAFI only if entitlement can be verified.

However the following points should be noted:

Time in Post:

In accordance with Standing Instructions for The British Forces in Germany SI BF (G) 3303, Dependants, including UKBCs **are not** entitled to routine treatment during the first or last three months in post. Emergency treatment for the relief of pain and trauma is only available during this period.

Boarding School Children:

Army General and Administrative Instruction Vol 2, Ch 66 gives details regarding the provision of Medical and Dental Treatment:

- Urgent and emergency treatment will always be available to children attending boarding schools outside of Germany.
- Non-urgent, routine inspections and treatment may be available.
- Where a course of treatment requires regular visits to the dentist and cannot be completed during school holidays, i.e. orthodontic treatment, alternative arrangements must be made through the school.

Complex Treatment:

Due to the nature of some complex treatments (e.g. prosthetics) these may not be started within six months of a patients posting date. This problem can be avoided by seeking treatment early.

Provision of Routine Dental Treatment:

At this Dental Centre, specific importance is placed on the prevention of dental disease and education as well as the treatment itself. Additional treatment may be required after inspection.

Oral Surgery:

Patients requiring oral surgery which, under certain circumstances, can not be performed in the dental centre will in turn be referred to the specialists at the local facilities within this region.

Payment for Treatment:

All treatment is free for military personnel. Treatment for dependants and UKBC's is subject to the NHS Pay Scale. At the initial inspection potential charges will be discussed and an estimate form raised and signed by the patient before further treatment commences. As the treatment plan may change your estimate will be discussed at every subsequent appointment.

Following your final appointment, a bill for all of your dental treatment will be produced and given to you to take directly to your Local Admin Office (LAU). A copy of your bill will also be sent to the LAU giving them notice of the outstanding debt. A receipt must be returned to the Dental Centre in order to close your account for that set of treatment.

Inspections:

Military Personnel are required to have a Periodic Dental Inspection, usually annually as per Queen's Regulations. It is the responsibility of both the individual and the Unit to ensure that they are in date for their inspection and that any further treatment is carried out to ensure that they are Dentally Fit for Operations, Deployments & Courses.

Civilian Adults are recommended to attend annually to begin with and then between 3 & 24 months depending on the dentist's recommendations.

Children should begin with every 6 months and then between 3 & 12 months dependant on circumstance and recommendation.

Emergencies:

'**Out of Hours**' Emergencies will be dealt with by the Duty Dental Team. **This service is for the relief of pain and the treatment of trauma only.** All patients who require this service which operates after normal working hours are to follow the following protocol:

Out of Hours Advice: The Duty Dental Officer is available for **emergency** advice for the relief of acute symptoms via the MRS duty number: Mil 94877 2218 Civil 05051 962 2218

'**Working Hours**' emergencies will be dealt with when patients with dental pain report to the Dental Centre at the earliest opportunity in the day to ensure that appointments can be made and if necessary referrals to outside agencies completed.

Friends and relatives who are visiting you in BFG are not entitled to routine treatment but will be seen for emergency treatment on production of a Commanding Officer's Permission to Host Visitors Proforma and an E111 card.

Military Personnel on Leave in the UK:

Serving personnel requiring urgent emergency dental treatment whilst on leave in the UK, (but not the Channel Islands), whether from a Unit in the UK or abroad, are to report to the nearest DDS Clinic where the necessary arrangements will be made for treatment. Where this is impractical due to distance (over 25 miles away) or other difficulty, personnel are to seek emergency treatment from a Civilian Dental Practice, normally under National Health Service (NHS) arrangements. Where no NHS facilities are available, **emergency treatment only** may be obtained from private practitioners. The patient, on return to his Unit may claim refund of fees paid and on production of a receipt authenticated by his/her Unit DDS Dental Officer however a refund is not guaranteed. Similarly, the charges incurred for the urgent repair of a removable denture will be reimbursed on the production of an authenticated receipt. Charges, other than for emergency treatment, are the responsibility of the individual.

Ignoring dental pain until it becomes unbearable will always result in more treatment than if you attend when both the problem and the pain are more manageable.

Failure to attend Appointment (s):

Clinical Dental time is at a premium in BFG. Failure to attend appointments and short notice cancellations within 24 hours result in huge amounts of lost clinical time. Civilians failing more than two appointments may no longer be entitled to routine care unless sufficient grounds can be proven. In the case of military personnel the chain of command will be informed for appropriate action to be undertaken.

Children in Dental Surgeries:

Litigation from HSWA UKSC (G) requires that adults attending for Dental Appointments that are accompanied by child/children must ensure that there is a second adult to supervise their child / children who is not actively undergoing treatment. Under no circumstances will Dental Centre staff accept responsibility for the supervision of unattended children. Where this rule is ignored, Dental Officers have the right to refuse treatment.

Patients Charter:

Aim: Maintain the levels of oral health as agreed with the Single Services.

Objectives: The Dental Centre expects to:

- Provide high quality dental care for all entitled personnel to the standards set by the Surgeon General.
- Recall all Service patients for inspection and provide appropriate treatment as required.
- Ensure each course of treatment is usually completed within 3 months.
- See patients requiring emergency treatment as soon as possible during working hours.
- Provide an 'out of hours' emergency service for pain and trauma only.
- Maintain the surgeries and surroundings to current Health & safety and Infection Prevention and Control Policies.
- Arrange for referrals to specialists as necessary.
- Answer the telephone, deal with patients and complaints both promptly and politely.
- Ensure the strictest patient confidentiality.
- Provide advice on oral health matters.
- To provide a level of service equivalent to the NHS.
- Welcome realistic suggestions on how our service can be improved.

What we expect from you:

- Always attend for your appointment and if possible arrive early so that documentation can be completed.
- Be polite and co-operative and never aggressive or demanding to all members of the dental team.
- Only call out the 'On Call' Dental Team in a real emergency, which means dental pain or trauma.
- Prompt payment of your bill and immediate return of your receipt to the Dental Centre to close your account.
- Keep yourself up to date with inspections and any required outstanding treatment.
- Have the cleanest mouth possible before attending for treatment, mints or sweets are no substitute for brushing!
- Follow any requirements and advice given in this leaflet for everyone's benefit.

Complaints Procedure:

Complaints, realistic suggestions and feedback on any aspect of the Dental Centre are all taken extremely seriously. The complaint procedure is displayed in the waiting room and/or you can contact the Regional Practice Manager or Regional Senior Dental Officer in person, in writing or by telephone. All members of staff welcome feedback and suggestions.

Infection Prevention and Control:

In this Dental Centre every practicable measure is taken to ensure strict cross infection control, including amongst other things: disposable consumables, autoclave sterilisation and 'zoning' techniques to ensure everyone's safety. If you have any further concerns, please do not hesitate to speak with a member of staff.

Oral Health Tips

- When you eat sugar it causes the plaque in your mouth to produce acid that causes decay and gum disease, therefore removal of plaque with a brush and floss and little or no sugar in between meals will mean no fillings or scaling!
- Long gone are the days of 'don't eat all your sweets at once!' as this actually helps reduce the amount of time your teeth will be under the attack from acids.
- If you have to have sugary snacks and drinks have them with or straight after a meal and with a straw if at all possible.
- Try sweeteners in tea and coffee; and milk or water instead of sugary drinks. Again have them all in one go with meals to limit the number of acid attacks per day.
- Bleeding gums is not normal; it is a sign of gum disease and needs to be addressed by perfecting your oral health routine.
- Brush all surfaces of your teeth, gums and tongue at least twice a day for two minutes in small circles concentrating on where your teeth and gums meet.
- Adults: make sure there is fluoride in your toothpaste and your toothbrush is medium to soft and quite small. For advice for your child, speak to the Dental Officer but please remember milk teeth are not disposable – your child needs them for the adult set to grow properly.
- Try flossing a few teeth at a time and then building a routine so you floss your whole mouth as often as possible and ideally every day.
- Use of a mouthwash is fine but the mechanical removal of plaque by a brush and floss is the priority.
- And last but not least because you know this already: if you smoke – GIVE UP! It causes all manner of problems not only in your mouth but also in the rest of your body.

Information on all of the above can be sought from the Dental Centre staff, the literature in the waiting room and from the Medical Centre (smoking cessation / healthy living).

