Dental Emergencies on Leave:

Service personnel who have a dental emergency on leave should attend the nearest DPHC dental centre to their leave location. If this is impractical due to distance, then they can attend any NHS dental practice for pain relief. Refunds for **emergency treatment only** can be provided via JPA once the receipt has been authenticated by a military dental officer.

Emergencies on duty elsewhere in Germany:

Service Personnel on exercise in Germany are permitted to approach any German dentist if they have a dental emergency. Receipts should be kept and presented to their unit dental centre to arrange reimbursement via JPA.

Payment for Treatment

All treatment for military personnel is free.

Treatment for dependants and UKBCs is subject to an NHS-equivalent fee scale that can be located in the patient waiting room. At the initial inspection, potential charges will be discussed, and a bill will be raised. Further information on patient charges is available via the following link:

https://www.nhs.uk/common-health-questions/dental-health/how-much-will-i-pay-for-nhs-dental-treatment/

Dependant Families & UKBCs

All military personnel are required to complete a JPA direct payment form. This will enable their family members to book appointments without delay and all charges raised will be deducted from the Head of Household's pay via JPA.

UKBCs will be issued a bill that should be taken to the Local Admin Unit for payment before a course of treatment can commence.

Payment for Emergency Care

German dentists providing emergency dental care outside of hours may require **immediate payment.** Patients are advised to take a means of payment with them and to then contact the dental centre for payment to be reimbursed. Please keep receipts for authentication by the military dental officer and note that reimbursement of the bill is for the **relief of pain only and not routine treatment**.

Complaints

We welcome any comments, suggestions or complaints as these provide valuable feedback and enable us to improve our service. We will investigate your complaint and inform you of the outcome. The Medical Complaints Manager is Maj Schlesinger (SDO) and the suggestions/complements manager is Cpl Chapman (PM). Please refer to our Code of Practice displayed in reception for further details.

PRACTICE INFORMATION LEAFLET

Dental Centre Sennelager

Normandy Barracks

Sennelager

BFPO 16

Tel: 01722386249

The Dental Team

Senior Dental Officer:
DR Sana Iqbal (Temp Dentist)
GDC Num 310374
Practice Manager:
Cpl Elizabeth Chapman
GDC Num 289966
Dental Nurse:
LCpl Anjana Sahi
Oral Health Educator
GDC 267275
Receptionist:
Mrs Madison Mason

Opening Hours

Mon – Thurs	0800 - 1230	1330 - 1630

Fri	0800 - 1230

Entitlement

All military personnel, their families and UK-based civilians are entitled to dental treatment.

Aim of Treatment

The aim of Service Dentistry is to ensure that personnel are dentally fit to perform their duties at home and on deployment. For all patients the aim is to help you to keep your teeth and gums healthy for life.

Range of Treatment

A full range of treatment is offered including inspections, fillings, extractions, root canal treatment, bridges, crowns, periodontal treatment, fissure sealants and mouthguards, all with the emphasis on prevention. A comprehensive service is available with referrals to Specialists if required.

Appointment Booking

Bookings can be made in person by attending the dental centre or alternatively they can be made over the telephone by calling reception on 01722386249.

Patients are advised to arrive early for their appointment to complete medical/dental documentation before being seen.

Failure to Attend or Short Notice Cancellation

Time and resources are wasted and waiting times are increased when patients do not attend.

If you wish to cancel or change your appointment you must ensure you give the dental centre at least **24 hrs**' notice so the appointment can be reallocated and the clinical time not wasted. All missed appointments are taken seriously and may lead to disciplinary action as units will be notified if their personnel fail to attend. For civilian patients we operate a '**three strikes**' policy. If you fail to attend three consecutive appointments your treatment plan will be closed, charges raised, and you will be limited to emergency treatment only. If you fail further appointments, an interview with the Senior Dental Officer (SDO) must be arranged before another appointment can be offered.

Recall System for military personnel

It is essential that the dental fitness of military personnel is maintained so that operational deployments are not affected. Therefore, military personnel will receive a Periodic Dental Inspection (PDI) to assess their dental deployabilty.

The dental centre operates a military recall system and will contact units to inform them of military personnel requiring a PDI. However, it is the responsibility of all military personnel to maintain their own fitness and check their dental recall date via JPA (Dental Details) and book an appointment in a timely manner.

Due to operational requirements, appointments for military personnel may at times need to be prioritised.

Emergency Dental Treatment

During Working Hours

Emergency patients will normally be seen by the Dental Officer the same day. Patients who require emergency care during working hours should contact the dental centre at 0800 hours or as soon as possible to be allocated an emergency appointment.

If the Dental Officer is unavailable,the following German dental practice has advised that it will treat British patients for emergencies:

Dr Werneburg
Bielefelderstrasse 125
33104 Paderborn
Tel: 0049 (0)5254 12458

Dr Simona Winter
Bielefelderstrasse 2
33104 Paderborn
Tel: 0049 (0)5254 2092

A bill will be raised for the emergency treatment provided and the patient will be required to return to the dental centre for any follow-up treatment and assistance in paying the bill.

Out of Hours

For any Dental Emergencies outside working hours please call: 0049 5254 12458, Dr Werneburg's practice located directly outside Normandy barracks.

OR

Call: 0049 5254 2092. Dr Winter, Zahnarztpraxis, also located on Bielefelderstrasse.

If you are unable to get an appointment via this method or require emergency treatment on the weekend, then please call the Paderborn Dental Emergency on 0049 1805986700.