

NHS Oral health services

At Primecare, we pride ourselves on delivering fast and convenient access to high quality health care services. That's why we are well-placed to offer the best NHS oral health services in the country.



Access

We know that access to NHS dental care is not as good as it could be in some parts of the country. Through the Dental Access Programme we are working with Primary Care Trusts to enable thousands of people to have improved oral health by establishing new NHS dental practices.

As one of the leading providers of GP out of hours care, we know how important it is for people to access health care services when it suits them. Many people prefer to see dentists in the evenings and at weekends and we will always do our best to accommodate this.

As well as being able to book ahead, we offer drop-in clinics with no need for an appointment, to address people's oral health needs when they need it. Our model builds in dedicated sessions for outreach where

our clinicians go out and give dental advice in local community venues.

We are continually developing and embracing new technology. We can offer online appointment booking and text message appointment reminders.

Quality

Primecare has a robust clinical governance infrastructure. We have two leading dental advisors who support our dentists and clinical work.

We are a learning organisation. Our systematic approach to risk management means that any near misses or incidents are reported immediately and reviewed. Lessons learned are shared and implemented across the organisation.

Primecare runs services across England, Wales and Scotland. Being a national organisation, we have the best support structures in place to ensure safe and reliable services.

We believe in investing in our staff, with our clinicians being the focal point for continuing professional development.

Holistic health care

As well as looking after people's oral health we take an holistic approach because we know that people's oral health can often be an indication of other health care needs.

Wherever we operate, we invest time in working with other local health care providers to develop seamless pathways of care for our patients.

We know that by working hand in hand with the local NHS we can improve people's health and wellbeing and support Primary Care Trusts in improving the health of their population.

Environment

We offer convenient appointments in comfortable surroundings, so that even our smallest customers are put at their ease straight away.

We know how difficult it can be to keep young people happy while waiting to see the dentist, so we pledge to see our customers promptly and never leave people waiting unnecessarily.

All of our premises are fully DDA compliant and where we choose our own premises we always consider access by public transport as well as car parking.

Where possible, we like to co-locate our dental practices within buildings of other health care providers to improve joint working, including within the premises of our brand new GP-led health centres.



Patient experience and involvement

Our customers come first and we aim to work in partnership with patients, carers and their families to provide truly responsive dental care.

As well as carrying out regular patient surveys, we always set up a patient representative group or work with existing patient groups to continually improve customer experience.

We know that many of our patients like to be kept informed of developments so we produce regular newsletters to share news of our services and the dental teams.

We actively promote feedback mechanisms and have an open door policy for anyone who wants to suggest improvements, or raise concerns or complaints.



Reducing health inequalities

We support Primary Care Trusts in reducing health inequalities where they exist in relation to oral health care.

We use a social marketing approach to reach people who haven't regularly visited dentists in the past and initiate and take part in campaigns to raise awareness of the importance of good oral health care.

Outreach work is often a significant part of the health services we provide. By taking services out into community settings we come into contact with people who need encouragement, support and information in order to make the choice to visit dental services.

Children and young people

People need to learn about oral health services from an early age so we do lots of work with children and young people's groups and team up with family development workers, Children's Centres, local oral health promotion teams and school nurses.

What our customers say

"We have found Primecare to deliver a high quality service to our patients and work with a professional attitude." Dental commissioner, NHS Plymouth

About Primecare

Primecare Oral Health Services Limited is a dental body corporate with a majority board of dental clinical directors. We are part of Primecare, the health division of Nestor Healthcare Group Plc.

We provide a range of dental health services including:

- Full dental services in secure establishments
- Dental practices under the Dental Access Programme
- Domiciliary services
- Out of hours emergency dentistry
- Dental call-handling and triage
- Dental audit work
- Waiting list initiatives by providing temporary dental surgeries

The logo for Primecare, featuring the word 'primecare' in a blue, lowercase, sans-serif font. The letter 'i' in 'prime' has a small circle above it, resembling a smile or a drop.

www.primecare.uk.net