Your questions and comments:
If you have a problem when in hospital that the nurses and doctors are unable to resolve, you can contact the Patient Advice and Liaison Service (PALS) who will be happy to help you. PALS offers assistance, advice and support for patients and their families. The service can help you if you have worries or concerns about treatment or care. PALS may also be able to provide further information about tests and procedures. They also have a library of voluntary and support agencies. The PALS office is open to callers from 9am to 3.30pm, Monday to Friday. Telephone number 020 8401 3939.

Data Protection:
During your visit you will be asked for some personal details. This is kept confidential and used to plan your care. It will only be used by staff who need to see it because they are involved in your care and we may send details to your GP.

Information about you may be used for audit purposes and shared within the NHS. Your consent is required for this which you have a legal right to refuse.

If you wish to exercise your legal right to have access to all information held about you by the Trust or would like to talk to someone about Data Protection, please contact the Data Protection Officer on 020 8401 3475.
When the specialist part of your treatment has been completed we will discharge you back to your dentist.

**Do I still need to see my dentist?**
Yes. The hospital will only treat the problem for which you were referred. It is important that you continue to see your dentist for routine check-ups and any other treatment.

The hospital cannot provide emergency dental care. You should contact your dentist for advice or treatment if you have any further problems while waiting for your assessment or for hospital treatment.

**Important points:**
Some medical conditions may affect the advice we give you. Please tell us about any problems with your health and about any tablets or medicines that you are taking.

Please allow sufficient time to get to your appointment. It is not usually possible to see patients who arrive late, as our clinics are full.

If you fail to attend we will discharge you back to your dentist.

**Useful contact details:**
Dental reception: 020 8401 3106
To cancel an appointment via email please use the following address: opdcancel@mayday.nhs.uk.

**Quitting smoking:**
This is especially important as it can reduce the risk of developing gum problems. For free support and advice on giving up smoking call 0208 401 5906 or visit the website at www.croydonstopsmokingservice.nhs.uk.