

Working Hours

The Dental Centre is located within Akrotiri Medical Centre.

The Dental Centre will be open at the following times.

Mon 0645 – 1230 1330 - 1630
Tue - Thu 0645 – 1415
Fri: 0645 – 1330

Clinics are held within working hours.

Entitlement to Treatment

DPHC (Dental) is committed to providing dental treatment for entitled personnel to keep them fit for duty.

Entitled Personnel Include:

- Uniformed Royal Navy, Army, and Royal Air Force personnel.
- FTRS (Full Commitment), FTRS Aircrew.
- Family members of Regular Service personnel & UKBC.
- FTRS (mobilised).

- FTRS (Other Commitment), RNR, TA and RAuxAF – **ONLY ENTITLED TO EMERGENCY DENTAL TREATMENT WHILST ON DUTY.**

If you are unsure if you are entitled to dental treatment, please ask at Reception.

ROUTINE DENTAL TREATMENT IS TO BE INITIATED AT LEAST 4 MONTHS PRIOR TO THE COMPLETION OF ANY OVERSEAS TOUR FOR ALL CATEGORIES OF ENTITLED PERSONNEL. THIS ENSURES THAT TREATMENT IS COMPLETED PRIOR TO LEAVING THE ISLAND. (JSP770, Chapter 6)

Charges and Exemption From Fees

Service Family members, UKBCs and other entitled civilians are welcome to attend the practice and must register on arrival on island. Passport & Status Stamp is required on registration to show your entitlement. You will be charged at NHS Banding prices displayed below. The same exemption from payment of fees applies, as in the UK, i.e. Expectant and nursing mothers of a baby under 12 months old, in full time education up to the age of 19, hold a valid NHS tax credit exemption certificate or hold a valid HC2 certificate. People named on an NHS certificate for partial help with health costs (HC3) may also get help.

BAND 1 - £26.80

Dental Inspection, X-rays and routine Hygienist appointments.

BAND 2 - £73.50

Everything listed in Band 1, Routine Treatment i.e. Fillings, Root Canal work, Extractions, Mouthguards & Intensive Hygienist Treatment.

BAND 3 - £319.10

Everything listed in Band 1 & 2, plus Crowns, Dentures and Bridges.

EMERGENCY TREATMENT

BAND 1 - £26.80

If you require urgent care, even if your urgent treatment requires more than one appointment to be completed.

Range of Treatment

A comprehensive range of treatment is available to entitled personnel. Treatment options will be explained in full and all aspects of your care can be discussed with the dental team at any time.

For more complex treatment we have the facility to refer patients to specialists either in Cyprus or the UK. DPHC (Dental) has a specialist referral service for oral surgery, orthodontics, and restorative disciplines.

Dental Hygienist

DPHC (Dental) Akrotiri has a dedicated Hygienist. A full and comprehensive range of treatment and advice is available, but please note that an appointment can only be made following a referral from a Dental Officer.

Operational Commitments

All Service personnel are responsible for ensuring they are in date their dental inspection and maintaining a current and appropriate NATO Dental Fitness Category which indicates they are dentally fit for deployment.

If at any stage Service personnel are judged to be unfit to deploy, resulting from specific dental pathology or failure to maintain a current and appropriate NATO Cat, medical downgrading procedures may be initiated and appropriate administrative action taken.

Personnel can find out when their periodic dental inspection is due on JPA.

All deployed personnel are offered DNA sampling prior to their deployment. For further information on this process please ask a member of staff.

Booking Appointments

Appointments can be made either in person at the Dental Centre or on the following contact numbers:

Mil: 94120 6472
Civ: 00357 2527 6472

Patients are to arrive at least 5 minutes before their appointment to allow timely completion of dental documentation. Patients arriving late for their appointment may not be seen and the appointment may have to be re-booked. It is your responsibility for arranging your Periodic Dental Inspection before you become dentally unfit.

Cancelling an Appointment

Should you be unable to attend your dental appointment then please inform the dental staff, giving at least 24 hours' notice, so that we are able to re-allocate the appointment.

Failure to Attend Appointments

Failure to attend dental appointments is a waste of time and resources.

All failed appointments are recorded in your dental documents and may have a bearing on your future entitlement to treatment.

Service personnel are reminded that failure to attend dental appointments could result in disciplinary action.

Entitled Civilian personnel who repeatedly fail to attend appointments (3 appointments over the course of a single treatment plan) will have that treatment plan closed. They will be offered the provision of emergency treatment only for the duration of their tour. The MOD also reserves the right to raise charges against entitled civilians and dependants who persistently fail to attend or cancel appointments at short notice, as defined in the DPHC (Dental) Policy.

Appointment/Recall System

Where manning permits Military personnel will be made aware that they require an appointment by means of a phone call, letter or email. Personnel can find out when their periodic dental inspection is due on JPA.

Entitled civilians please be aware that you will not receive a recall reminder like Service personnel. Most adults are seen once a year and children every 6 months.

Emergency Dental Treatment

During Working Hours:

Emergency dental treatment can be arranged by appointment only. You should contact the Dental Centre reception on Ext 6472. Every effort will be made to see you on the same day.

Out of Hours/Weekends and Public Holidays and on Leave in Cyprus:

Personnel requiring advice or emergency dental treatment should contact Akrotiri Medical Centre on 94120 6553 / 00357 2527 6553. Duty Medical Personnel will take contact details and forward them to the Duty Dental Officer who will then in turn contact you. Treatment of acute dental conditions will be provided at a mutually agreed time within 12 hours of initial contact.

The provision of emergency dental treatment is an island-wide service shared between Akrotiri, Episkopi and Dhekelia. Please be aware that you may be required to travel to another DPHC Dental Centre to receive treatment.

SERVICE PERSONNEL:

On Leave Abroad - Whilst on leave abroad individuals should claim any costs associated with the provision of emergency treatment through their travel insurance.

On Leave UK - Service personnel should, in the first instance, seek treatment from a DPHC (Dental) establishment. Where this is impractical due to distance or other difficulty, personnel may seek emergency pain relief treatment via a NHS dental practitioner or Access Centre.

On return to your parent unit, you should inform the Dental Centre that treatment has been received. Reimbursement for emergency treatment only may be provided on production of an itemised receipt.

ENTITLED (CIVILIAN) PERSONNEL:

On Leave Abroad – Whilst on leave abroad individuals should claim any costs associated with the provision of emergency treatment through their travel insurance.

On Leave UK – DPHC (Dental) do not provide emergency dental treatment for Cyprus entitled personnel who are visiting the UK. If emergency treatment is carried out by any dentist, private or NHS, there is no entitlement for these costs to be reimbursed by DPHC (Dental).

Emergency Treatment for Visiting Non-Entitled Personnel:

DPHC (Dental) do not provide emergency dental treatment for visiting non-entitled personnel. After treatment individuals should claim any costs associated with the provision of emergency treatment through their travel insurance.

Complaints Procedure

Should you have any comments, suggestions, or complaints about your dental treatment or about the management of the Dental Centre, please bring them to the attention of the MCM or Practice Manager.

If you should make a verbal complaint and you consider that your case has not been properly dealt with, please put your grievance in writing to the Senior Dental Officer for the matter to be investigated.

Dental Centre RAF Akrotiri

We hope this information leaflet has been useful.

The Defence Medical Services needs your feedback as a patient. With your help, we can continue to improve the care and treatment we provide. Please use the website address or QR Code below to complete the survey, it will only take a few minutes to complete

**'BETTER HEALTHCARE,
BETTER DEPLOYABILITY'**



Dental Centre Patient Information Leaflet



The Peninsula is Always Ready

**DPHC (Dental)
Royal Air Force Akrotiri
BFPO 57
Tel: 00357 2527 6472
GPTN: 94120 6472**

