



Inverness Dental Centre - Student Clinic

Patient Information Leaflet on Dental Treatment by Students

If you need this leaflet in any other format, please contact :
☎ 01463 255230
Textphone users can contact NHS Highland via Typetalk 0800 959 598

Working with you to make Highland the healthy place to be

Inverness Dental Centre

This leaflet explains to patients how they can get free dental treatment by a student in Inverness.

Where will my treatment take place?

The **Inverness Dental Centre** is in the Centre for Health Science, at the back of Raigmore Hospital (see insert). It has an open plan teaching area with 12 dental chairs. This has been designed to give privacy to the patient and to let the Tutor see what is happening.

Where are the students from?

NHS Highland is working in partnership with the Universities of Glasgow and Dundee to provide training placements for final year dental students. As part of their training the students will be treating patients at the Inverness Dental Centre.

In addition, dental therapy students also train at the Centre. They offer a limited range of treatments, and will also be seeing patients as part of their training. They come from the University of the Highlands & Islands Millennium Institute.

Who will be supervising the students?

All treatment will be checked by a Clinical Tutor. Student clinics will be supervised by these Tutors. A maximum of 6 students will be supervised by one Tutor at any time.



Is treatment by a student different?

It will take longer for a student to complete treatment so the length of your appointment will be one hour or longer.



You will see different students at each appointment.

The Clinical Tutors are there to make sure that your treatment is carried out to an acceptable standard.

You will get a copy of your treatment plan along with any agreed changes.

How do I get an appointment for treatment at the student clinic?

You can contact the Student Clinic directly on 01463 255230. You will be invited to come along to an appointment.



Alternatively, your dentist may tell you that the treatment you need can be carried out by a student. If you are happy with this, your dentist will arrange for you to be seen at the student clinic.

There will be some dental problems that cannot be treated by a student. When this happens, a member of staff will tell you what to do next.

When you have finished your course of treatment on the student clinic one of 2 things will happen. Either you will return to your regular dentist, or you contact the Dental Helpline on 0845 6442271 to join NHS Highland's dental waiting list.

Do I pay for my treatment?

All treatment provided by students is free of charge.



What happens if I cannot attend an appointment?

If you need to cancel an appointment at any time you should telephone the Student Clinic on 01463 255866 as soon as possible, so that the appointment may be offered to another patient. Patients who do not let the clinic know that they are not attending may find that no further appointments will be offered to them.

How do I get emergency care?

If you are registered with a dentist, please phone them. If you are not registered with a dentist, please phone NHS24 on 08454 242424.



Facilities include

- Accessible rooms and equipment for patients with limited mobility
- Patients' seating area
- Baby feeding and changing room
- Toilets with access for people with limited mobility
- Hearing loop system in Reception
- BSL, foreign language and interpreting services available

If you have any other needs, please telephone the Student Clinic before you come or speak to a member of Reception staff when you arrive.

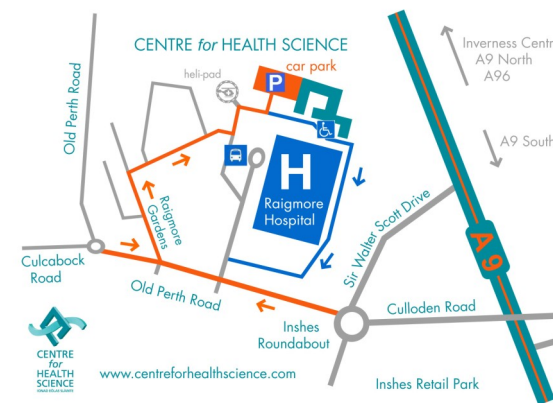
Parking

Parking is available at the Centre for Health Science - entry through the barrier. There are spaces directly in front of the Dental Centre for those with limited mobility.

You will need a token to exit the car park. These can be bought from the machine at the entrance to the Dental Centre for £1.00.

Bus service

Buses 2, 3, 3A, 5A or 6 run regularly from the Town Centre to Raigmore Hospital. For more information phone the Bus Station on 01463 222244 or Stagecoach travel info on 0871 2002233. Bus timetable information is available in the Dental Centre seating area.



What if I have a friend or relative who is not currently registered with a dentist?

To request registration with a dentist phone the NHS Dental Helpline on 0845 6442271. NHS Highland has a waiting list for registration with an NHS dentist but some patients, such as children, will be prioritised into care.

What do I do if I have a comment, concern, compliment or complaint?

If you wish to comment on, or are unhappy with, any part of our service please first speak to a member of staff. Our staff will be happy to help you. If you are still unhappy, or wish to make a formal complaint, please write to:



The Complaints Team
NHS Highland
PO BOX 5713
Inverness IV1 9AQ



complaints.mailbox@haht.scot.nhs.uk

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