

## Parking

Parking charges at UHI House:

- Up to 30 minutes **free**  
(for taxi drop off, delivery vans etc.)
- Up to 2 hours £2.00
- Up to 4 hours £3.00
- Up to 6 hours £3.50
- Up to 10 hours £5.00
- Up to 12 hours £5.50
- Up to 18 hours £8.00
- Up to 24 hours and each 24-hour period or part thereof thereafter £9.00

There are payment machines that accept card payments / cash.

## Bus Service

Buses that can be used are 2,3,4,10,304 and 513.



## Getting It Right For Every Child (GIRFEC)

Failure to attend dental appointments and to obtain treatment promptly can seriously affect your child's health and wellbeing. The Highland practice model requires that we share concerns with your child's Named Person (Health Visitor or Head Teacher) and any relevant professionals.

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

If you are unhappy with any part of our service please speak to a member of staff in the first instance. Our staff will be happy to help you. If you are still unhappy and wish to make a formal complaint, please contact our Feedback Team by telephone, in writing, or by email.



01463 705997



The Feedback Team  
NHS Highland  
PO Box 5713  
Inverness, IV1 9AQ



[nhshighland.feedback@nhs.scot](mailto:nhshighland.feedback@nhs.scot)

If you have any other feedback, please contact the Feedback Team as detailed above.

## Dentists at this clinic:

Mrs Elma Alexander (GDC No. 72173)  
Mrs Madeleine Bright (GDC No. 113032)  
Ms Rhona Brown (GDC No. 63850)  
Ms Helen Devennie (GDC No. 61085)  
Ms Jennifer Douglas (GDC No. 103224)  
Mrs Laura Gajda (GDC No. 77719)  
Mr David Jones (GDC No. 153652)  
Mrs Fiona MacCallum (GDC No. 83167)  
Ms Grainne McCann (GDC No. 103009)  
Mrs Joanna McKerron (GDC No. 81024)  
Mr Tom McWilliam (GDC No. 70066)  
Ms Lauren Pengilley (GDC No. 283198)  
Mrs Rebecca Young (GDC No. 277461)  
Ms Victoria Fatakhova - Core Dental Trainee 2 (GDC No. 308802)  
Mr Theodore Wong—Core Dental Trainee 2 (GDC No. 287255)

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Devised by Dental Services		



## PDS Dental Clinic Inverness Dental Centre, UHI House, Inverness

## Practice Information Leaflet for Patients

If you need this leaflet in any other format, please contact Reception on: ☎ 01463 255866

**Textphone** users can contact NHS Highland via Typetalk 0800 959 598

**Working with you to make Highland  
the healthy place to be**

## Welcome to the PDS Dental Clinic Inverness Dental Centre

This is a dental facility which provides wholly NHS dentistry; any items not available through the NHS would have to be provided privately. This would require the patient to find a private dentist who is willing to carry out private dental treatment. The clinic provides services to registered patients and patients referred by their own dentist, for example sedation services. The team also provide emergency dental services.

Patients are seen by appointment only. The clinic is open:

**08.30 - 17.00hrs Monday - Friday**

### How do I get an appointment?

Telephone the Clinic Reception on 01463 255866 and ask for an appointment with your named dentist.



After your treatment is complete your dentist will advise you when your next check-up is due.

We recommend you go at least once every 2 years. However, for some patients, the dentist will ask you to go more regularly. If you need help to re-book, then please speak to the clinic's Reception staff.

We would like to see **all children** attend at least once a year.



The clinic staff will issue reminders for all patients.

### What happens if I cannot attend an appointment?

Please contact the Clinic Reception as soon as possible as this will allow us to offer your appointment time to another patient. Another appointment can be arranged for you.

### What should I do when I arrive at the Dental Clinic?

Report to the Clinic Reception and then go to the waiting area. You may be asked to fill in a medical questionnaire. If you are taking any medicines, please make sure you tell the dental staff **before** any treatment is carried out.

### Who works at the Dental Clinic?

Dental teams working for NHS Highland. This includes dentists, hygienists, therapists and dental support staff.

Dental professionals must be registered with the General Dental Council and meet their standards. Further details are available at [www.gdc-uk.org](http://www.gdc-uk.org).

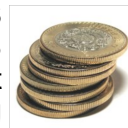
### What if I have a friend or relative who is not currently registered with a dentist?

To request registration with a dentist telephone the NHS Dental Helpline on 0800 141 2362

Some patients, such as children, will be prioritised into care.

### Do I have to pay for treatment?

The dental clinic provides NHS dental services and normal NHS charges apply. If you are exempt from payment, you must bring evidence of your exemption when you go for each appointment. If you are unsure whether you can get free dental treatment, the Reception staff will be able to help you.



### Facilities include:

- Patient waiting area
- Baby feeding and changing room
- Toilets
- Hearing Loop system
- BSL, foreign language and interpreting services

**If you have limited mobility you may wish to contact the Dental Clinic directly before you attend to ensure that it will be accessible for you.**

If you have any other needs, please telephone the clinic before you come. You may instead speak to a member of Reception staff when you arrive.

**Patients requiring personal care should attend with a carer.**

### How do I get emergency care?

If you are registered with a dentist at the clinic and require urgent care please telephone the Clinic Reception on 01463 255866. You may be seen at another PDS dental clinic for this emergency appointment.

For out of hours emergency care, please contact NHS 24 on 111.

### Where is the Dental Clinic?

The Dental Clinic is part of the larger UHI House which is round the back of Raigmore Hospital. The entrance is on the right-hand side of the building.

**PDS Dental Clinic  
Inverness Dental Centre**  
UHI House, Old Perth Road, Inverness,  
IV2 3JH  
☎ 01463 255866