

What happens if I cannot attend an appointment?

If you need to cancel an appointment you should telephone the clinic on 01463 255866 as soon as possible, so that this appointment can be offered to another patient. As student appointments are longer, it is important for us to know if you cannot attend as we want to ensure that the student sees a patient. Patients who do not let the clinic know they cannot attend or cancel at very short notice (within 24 hours) on more than one occasion will be discharged. Patients will also be discharged if they fail to attend their first visit.

Facilities include:

- Patients' seating area
- Baby feeding and changing room
- Toilets with access for people with limited mobility
- Hearing loop system in reception
- Foreign language interpretation service via Language Line

If you have any other needs please telephone the student clinic before you come or speak to a member of reception when you arrive.

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.



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 the service please speak with a member of staff in the first instance. If you are still unhappy and wish to make a complaint please contact:

☎ 01463 705997

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

💻 nhshighland.feedback@nhs.scot

If you have a dental emergency, please contact your own dentist, or if you are unregistered, please call the Dental Helpline on **0800 1412362**.

Out with office hours please call NHS 24 on 111.



**PDS Dental Clinic
Inverness Dental
Centre, UHI House,
Inverness - Student Clinic**

**Patient Information Leaflet
on Dental Treatment by
Students**

If you need this leaflet in any other format, please contact:

☎ 01463 255866

Textphone users can contact
NHS Highland via Typetalk
0800 959 598

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

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Devised by Dental Services		

Inverness Dental Centre Student Clinic

Gaining experience of providing care directly to patients is a necessary part of training to become an independent dental professional.

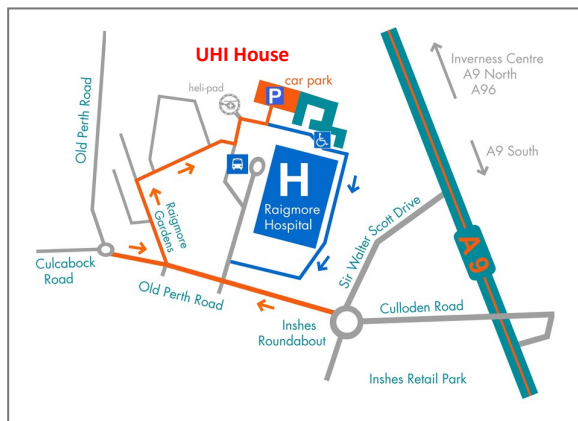
This leaflet explains to patients how they can receive dental treatment by a student in Inverness and what this involves.

Clinic opening times:

Mon	Closed	13:30 - 16:30
Tue	09:00 - 12:00	13:30 - 16:30
Wed	09:00 - 12:00	13:30 - 16:30
Thu	09:00 - 12:00	13:30 - 16:30
Fri	09:00 - 12:00	Closed

Where will my treatment take place?

Inverness Dental Centre is located within UHI House at the back of the Raigmore Hospital site. It has an open plan Teaching Wing with 12 dental chairs. This has been designed to give privacy but to also let the supervisors see what is happening.



Inverness Dental Centre Student Clinic

UHI House, Old Perth Road, Inverness,
IV2 3JH

☎ 01463 255866

Where are the students from?

NHS Highland is working in partnership with the University of Dundee (Dundee Dental

School) to provide training placements for final year Dental students, who will treat patients at Inverness Dental Centre. In addition, there are Dental Therapy students who are training towards the University of Highland and Islands BSc in Oral Health Science and you may be treated by a Therapist for aspects of your treatment.

Who will be supervising the students?

All treatment will be checked by a supervisor and this is normally a senior clinician for the dental students.

Is treatment by a student different?

The appointment should be no different in terms of the quality of care and treatment you receive. Before a student is allowed to have contact with or provide care for a patient they are assessed to ensure they are ready.

Student dental professionals are required to meet the same standards of professional behaviour as those who have qualified. You should expect:

- Students to put your safety, health and choices first
- To be treated fairly and with respect, kindness, dignity and compassion
- To be listened to and have your preferences and concerns taken into account
- Students to behave professionally

However:

- The appointment will be longer and treatment plans typically take longer to complete
- If you have other commitments that limit your availability and time to attend appointments or are in a particular hurry to complete treatment then the student clinic might not be the best option for you

- There will be more people around you as the clinic is open planned and a supervisor will check treatment
- We do not have students providing treatment all of the time as they have university holidays and time away for examinations and as such there may be breaks in your treatment
- The treatment is free
- You may be asked for feedback on how the student provided the care as part of their assessment process
- The dental students only provide one course of treatment after this you will need to register with a dentist for check ups or return to your own dentist if you are registered
- The dental chairs have a maximum weight limit of 21st 6lbs (136.1Kg) and if you exceed this we cannot treat you in the student clinic

You can ask the student or the supervisor to stop at any time during the appointment. The person supervising will be appropriately qualified and can step in.

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

If you are unregistered with a dentist, you can contact Inverness Dental Centre on 01463 255866 and refer yourself to the student clinic.



Your dentist may refer you to the student clinic either for all of your treatment or for a certain aspect of it.

There may be some dental problems that cannot be treated by a student and in this case a member of staff will inform you what will happen next.