

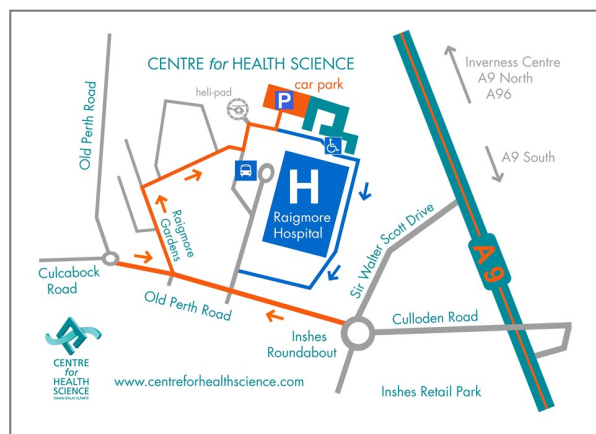
You will need a token to exit the car park. These can be bought from the machine at the entrance to the dental clinic for £1.00.

### Bus service

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



### Where is the Dental Clinic?



The dental clinic is part of the larger Centre for Health Science which is round the back of Raigmore Hospital. The entrance is on the right hand side of the building.

### 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 0800 141 2362.

### 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, Therapists and Hygienists in the Student Clinic:

Mr Guy Jackson (Tutor / Dentist) (GDC No. 65013)

Mrs Fiona McWilliam (Tutor / Dentist) (GDC No. 70103)

Mr Daniel Sowter (Tutor / Dentist) (GDC No. 76564)

Ms Siobhan Coffield (Tutor / Therapist) (GDC No. 214862)

Ms Pamela Douglas (Tutor / Therapist) (GDC No. 160730)

Ms Leah Fraser (Tutor / Hygienist) (GDC No. 5839)

Ms Lynne Mackay (Tutor / Therapist) (GDC No. 10776)

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).



## PDS Dental Clinic 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 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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## PDS Dental Clinic 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 dental clinic 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 let the Tutor see what is happening.

### Where are the students from?

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

Dental Therapy students also study at the Centre. They offer a range of treatments and also see patients as part of their training. They are students of the University of the Highlands and Islands which also work in partnership with NHS Highland.

### Who will be supervising the students?

Experienced clinicians will supervise the student clinics and they will check the treatment provided by the students.

### Is treatment by a student different?

- A course of treatment will take longer for students to complete as they are in training and the treatment may also be interrupted due to student holidays
- The length of your appointment will be one hour or longer
- You will see different students at each appointment
- The Clinical Tutors will ensure that your treatment is carried out to an acceptable standard. The Tutors supervise several students in one clinic, so you may have to

wait during your treatment for the Clinical Tutor to be available

- Treatment provided by the students is free
- Due to the length of the appointment you are advised not to bring children

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

Your own dentist can refer you to the student clinic or you can contact the student clinic directly on 01463 255866.



At your first appointment you will be assessed to see if it is appropriate for you to be treated by students.

The Clinical Tutor will tell you if your treatment can be provided by a student and a second appointment will be arranged.

If your treatment cannot be provided by a student the Tutor will tell you what to do next.

You will not be registered with the student clinic, and will not be offered any recall appointments. When you have finished your course of treatment you will return to your regular dentist or you can contact the Dental Helpline for information on registering with an NHS dentist.

### 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 are unable to make an appointment you should phone the Clinic Reception on 01463 255866 as soon as possible so that the appointment can be offered to another patient.

Treating patients is an essential part of the

students training and the appointments are at least one hour long, so patients who miss two appointments will have no further appointments offered to them. If your treatment is discontinued you will return to your regular dentist or contact the Dental Helpline to arrange NHS treatment.

### 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 the Clinic Reception on 01463 255866. You may be seen at another PDS dental clinic for this emergency appointment.

Out with of normal working hours, please contact NHS 24 on 111.

### Facilities include:

- Patients' seating area
- Baby feeding and changing room
- Toilets
- Hearing loop system in Reception
- BSL, foreign language and interpreting services available

**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 phone the Student Clinic before you come or speak to a member of Reception staff when you arrive.

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

### Parking

Parking is available at the Centre for Health Science - entry through the barrier. There are disabled parking bays directly in front of the dental clinic.