



**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Patient information service
Bristol Dental Hospital

Treatment provided by dental and dental therapy students



Introduction

The Bristol Dental Hospital is a teaching hospital. It trains people to become dentists and dental therapists, and aims to give the best possible dental care to its patients.

All students are closely supervised by qualified dental professionals, and their work is subject to regular checks.

Acceptance for treatment

Whether we can accept you for treatment depends on whether the treatment you require matches the needs of the student teaching. The decision on whether to treat you is made by a dentally qualified member of staff.

You will be given an appointment where you will have a brief examination and be told whether we are able to offer you treatment on the adult dental health student programme. We only offer treatment during the first assessment under exceptional circumstances.

If you are accepted for treatment by undergraduates, your name will be placed on a waiting list. Please note that not everyone is suitable for the programme, so you may be advised to arrange treatment with a dentist outside of the hospital.

The needs of the students change constantly, and if you are not accepted for treatment at one assessment visit, you can ask if you can reapply at a later date.

If you are not available for three hour appointments, you may not be accepted for treatment. Appointments are from 9am to 1pm or 2pm to 5pm on Monday to Friday.

Due to the nature of the student timetable, we have difficulty in rearranging appointments to different days and times other than those offered to you.

Appointments

Students only work on certain days and times during the week. These times vary from term to term due to the individual student's timetable. The term dates are as follows:

- Spring term** - from January to Easter
- Summer term** - from Easter to July
- Autumn term** - from September to Christmas.

There is no treatment by students during the holidays.

Please remember, treatment by students will take longer than it would at your own dentist.

If your treatment has not been completed when the student that is treating you qualifies, you will be transferred to another student to complete your treatment.

Due to patient and staff safety, patients are respectfully requested not to bring accompanying children into the clinical area while having dental treatment. Accompanying adults may be permitted in special circumstances.

Waiting lists

The length of time that you will wait for treatment will depend on the students' training needs and the number of patients currently being treated. Every effort is made to keep waiting times to a minimum.

Attendance

It is important that you attend your appointments. Two failed appointments, or appointments that are cancelled at short notice, may prevent us from continuing your treatment or prevent you being considered for reacceptance to the dental hospital in future.

If we decide not to accept you for future treatment, a letter will be sent to you explaining this. If you are finding it difficult to attend appointments due to personal difficulties, please let us know as soon as possible.

The dental hospital is not able to reimburse travel costs to patients undergoing primary dental care treatment on the undergraduate student clinician programme.

Continuing care

When your course of treatment is finished, you will be advised to return to your own dentist or to find a general dental practitioner for continued care.

The NHS website can help you find a dentist in your area:

<https://www.nhs.uk/service-search/find-a-Dentist>

Contacting the department

A huge number of patients are seen by the department every year. A list of relevant telephone numbers is shown on your appointment letter, but please be aware that the receptionists are busy from 10am to 12.30pm, and from 2pm to 4pm.

If you need to contact us, it is helpful to phone between 9am and 10am. You can reach the student coordinator on 0117 3421772.

Emergency care

If you are currently undergoing dental treatment on adult dental health and have a dental emergency, an appointment can be given between the hours of:

10am and 12pm or 2pm and 4pm
Monday, Tuesday, Thursday and Friday
(excluding bank holidays).

Normally this treatment will be carried out by a different student to the one that you normally see.

There is no charge for this service.

Notes

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit: www.uhbw.nhs.uk

Help us prevent the spread of infection in hospital. Please make sure your hands are clean. Wash and dry them thoroughly/use the gel provided. If you have been unwell in the last 48 hours please consider whether your visit is essential.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **NHS Smokefree on 0300 123 1044.**

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. **Drinkline on 0300 123 1110.**

For access all patient leaflets and information please go to the following address:
<http://foi.avon.nhs.uk/>

Bristol switchboard: 0117 923 0000
Weston switchboard: 01934 636 363
www.uhbw.nhs.uk



For an interpreter or signer please contact the telephone number on your appointment letter.



For this leaflet in large print or PDF format, please email patientleaflets@uhbw.nhs.uk.

