

King's College London Dental Institute

Your dental care by dental students

Dental services provided at Guy's and St Thomas' NHS Foundation Trust are part of the King's College London Dental Institute which trains future dental surgeons. We appreciate your support in providing this training and have developed this information sheet to explain what you can expect from dental care with our undergraduate students. This information sheet also outlines the level of commitment we need from you as a patient to successfully complete your treatment.

Suitability for treatment

Following your appointment at an assessment clinic, we will tell you if you are suitable for the treatment that you need by a dental student. If accepted, you will be treated in one of our clinical practice departments. The dental student treating you will be supervised by a qualified dentist. As the arrangements are different from a normal dental practice, it is important that you are aware of the points discussed below.

Time

Dental students work more slowly than qualified dentists and supervisors must check their work. They may also have to carry out their studies away from the clinic, sometimes for several weeks at a time. This means your course of treatment will take longer than in a normal dental practice, both in terms of the length of each appointment and the total number of appointments required.

Your availability

Because treatment time is longer with dental students, it is very important that you have plenty of time to attend your appointment. You also need to be flexible about the days and times when you can come. If this is difficult for you, it may be better for you to have treatment outside of the Dental Institute.

Appointments

Please remember to contact us as early as possible if you are unable to make your appointment. Please try to avoid cancellations on the day as this affects the care we are able to deliver to other patients, as well as the quality of training we can give to our undergraduate students.

We will not offer you another appointment if you do not tell us that you cannot attend. Our contact details are on page 2 of this leaflet, and on your appointment card or letter.

Please note that if you are more than 20 minutes late for your appointment, you may not be treated.

Types of treatment

Dental students rely on your support as treating patients gives them the range of experience they need. If your treatment becomes unsuitable for students, for example because it is too complicated, you may be asked to get your future treatment at a dental practice rather than at this hospital.

Who will treat me?

You will be treated by one of our undergraduate students. The students often work in pairs, so you may have a second student assisting with your treatment. Your care plan, as well as every stage of your treatment, will be reviewed and agreed by one of our qualified dentists. However, please be aware that this is not a consultant-delivered service and your student's treatment will not always be reviewed by the same consultant.

Will I be treated by the same student?

Where possible, your entire course of treatment will be undertaken by the same student. However, there are situations where a student may need to transfer your care to another student. This may happen when your care requires a student with more experience, or if the student has to move to a placement in another hospital. When such a transfer of care is required, this will be done under the guidance of a qualified dentist and the student treating you will inform you of the plan.

What happens if my student graduates?

If the student treating you graduates but your treatment plan has not been completed, you will be transferred to another student. If your original treatment plan has been completed but you then require further treatment, you can reapply to be assessed in the Treatment Planning Clinic and, if appropriate, placed back on the waiting list to be allocated to a student. We hope that your appointment will be arranged at a suitable time. However, there can be unavoidable delays as this depends on the availability of students.

Emergencies

Students are not always in the clinics so they may not be able to see you immediately if you develop a dental problem. Because of this, we run an emergency service from Monday to Friday, 8am to 4pm. About 50 patients are seen each day.

If you need to use this emergency service, you will normally be seen in the Acute Dental Care Department on the 23rd Floor, Tower Wing, Guy's Hospital. This is a walk-in service, so we will have to assess the urgency of your condition before we treat you. You may be asked to return at a later time/day if there are not enough dentists and students available.

Contact us

If you have any queries about your appointment or the waiting list you have been placed on, please contact the **dental undergraduate appointments centre**:

t: 020 7188 7236

e: gst-tr.UndergraduateReferrals@nhs.net

If you have any problems or concerns about your treatment, please contact the Clinical Director's Office, Floor 18, Tower Wing, Guy's Hospital, Great Maze Pond, London, SE1 9RT:

t: 020 7188 1771

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

e: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Become a member of your local hospitals, and help shape our future

Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years. To join:

t: 0848 143 4017 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk