

Your new dental appointment

This leaflet provides information about your first dental appointment.
If you have any further questions or concerns, please do not hesitate to contact us.

Our dental services

Together with King's College London, our dental services make up King's College London Dental Institute.

We provide training for dental students, and we also train dental nurses, hygienists, hygiene therapists and other professional groups supporting dentistry. Therefore, routine dental care may be carried out by our students in our clinics.

The consultant in charge of the clinic you attend will assess your condition and decide whether you are suitable to have your dental care managed by a student. We will ask you if you agree to receive treatment from a student. If you do not, the hospital may not be able to offer you non-specialist dental care.

What should I bring to my first dental appointment?

Please bring the following to your first dental appointment:

- any information regarding your medical history that may be relevant, including details of any medication that you have been prescribed by your doctor, dentist or hospital specialist. If you are taking **warfarin** please bring your **INR booklet** with you.
- a book or other reading material to pass the time whilst you wait.

What can I expect at my first dental appointment?

At your first dental appointment, a dentist or member of their team will see you and be responsible for your care.

At this appointment we will:

1. record your medical history, including any medication you are taking
2. examine your mouth, which may include having an X-ray or specialist tests.

You will need to be prepared to spend up to three hours or more in clinic.

Please note, at this appointment we will only assess your dental problem. If you need treatment it will be provided at a follow-up appointment.

Children attending our dental services

All children under the age of 16 must be accompanied by a parent or legal guardian as parental consent is required before any procedure can be carried out, including X-rays.

Please note that siblings, a relative or family friend cannot give consent, even if they hold a letter of authorisation from the parent/legal guardian.

Please bring to your child's appointment the items mentioned in the section 'What should I bring to my first dental appointment?' Also, where possible, please bring along any **X-ray pictures of your child's teeth** taken by your dentist. This may avoid repeating unnecessary X-rays or having to postpone treatment decisions until these X-rays can be sent to us. Furthermore, it will help to reduce the waiting time on the day of your visit.

Contact us

We are located at:

Dental Department, 25th floor Tower Wing,
Guy's Hospital, Great Maze Pond,
Saint Thomas' Street, London SE1 9RT

Due to high demand for our services, please be advised you will not receive another appointment if you either:

- fail to attend your appointment without notifying us at least 24 hours in advance
- reschedule your appointment more than once.

To cancel or re-arrange your appointment, please contact the appointments centre:

t: 020 7188 8006 (9am-5pm Mon-Fri)

e: gst-tr.dentalqueries@nhs.net

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

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

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

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

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