

Welcome to the Acute Dental Care Clinic at Guy's Hospital

If you need acute (urgent) dental care, we may be able to provide emergency treatment for you in the Acute Dental Care Clinic at Guy's Hospital. This service is for patients in severe pain or with facial swelling and/or dental trauma. This leaflet provides information about the services provided by the clinic.

How do I get treatment at the Acute Dental Care Clinic?

You will need to book in at the reception desk on Floor 23 of Guy's Tower. You will not be given a guaranteed appointment time as patients are seen at the clinic in the order that they arrived.

Patients who have dental trauma or facial swelling will be given priority due to their treatment needs. Otherwise patients are seen on a first come, first served basis and there may be waiting times of up to three hours or more.

What happens when I attend the clinic?

At your first visit we will carry out an examination. We will look at your mouth and your teeth, and diagnose the condition that is causing you pain, discomfort or other problems. We may ask you to have x-rays or other tests. Your treatment may not be completed at this first appointment and you may need to be referred on for further treatment.

We will talk with you about the condition that you have and answer your questions, and explain any further treatment that you need.

As our facilities are limited, there are waiting lists for most treatments. The time you need to wait for your treatment will depend on the type of treatment you need.

Who will provide my treatment?

The Acute Dental Care Clinic is a part of King's College Dental Institute, which is a teaching facility for dental students and other members of the dental team, including dental nurses and therapists. When you attend the clinic, you will be met and looked after by dental students and dentists who are in training. Senior dentists with extensive experience supervise all diagnosis and treatment carried out by the students.

Can I see a specialist instead of a student?

If you come to the Acute Dental Care Clinic with urgent dental problems and pain, you will always be seen by students, under the close supervision of experienced specialists.

Your GP or local dentist can refer you to see specialist dental staff in other departments of the Dental Institute. For example, if you have oral (mouth) and facial injuries from an accident, you can be seen in our Maxillofacial Unit. You will need to discuss this with your GP or local dentist and have them refer you to the most appropriate specialist service.

When and where will my treatment be done?

Once we have diagnosed your condition and decided you need treatment, this will be provided by the students or junior dental staff, or you may be referred on to a specialist clinic.

If your further treatment needs are suitable for student dentists to manage, you will be offered a further assessment in the appropriate department and will be placed on one of the waiting lists.

If your further treatment needs are too complex for the dental students, we will help you to find the treatment that you need somewhere else. If you are eligible for specialist care, we will recommend that your dentist or doctor refer you to one of our specialists in a different part of the Dental Institute. This will depend on the type of treatment you need, how urgent it is, and the availability of specialist dentists.

We can also advise you how to access your local dental services, in a similar way to how you see your local GP.

How much does it cost?

You will not pay for any advice and treatment you receive at the Acute Dental Care Clinic.

However, we will not give you treatment because you cannot afford it elsewhere. You will only be offered treatment because of your clinical need.

What are the clinic opening hours?

Opening hours are Monday to Friday:

Registration	from 8.30am
Clinic opens	9am
Closed for lunch	12.30pm to 1.30pm
Last patient accepted	3pm

Clinics may close earlier if demand is high and capacity is reached early. You are advised to arrive as close as possible to the clinic opening time.

What if the clinic is full?

If the clinic is already full when you arrive, we can tell you the times of the next available clinic at Guy's Hospital, or we can direct you to other centres and dental practices in the area where urgent treatment is available.

There is another Acute Dental Care Clinic run by the King's College Dental Institute. This is located in Camberwell at King's College Hospital, Denmark Hill, London SE5 9RS.

Opening hours: 8.30am to 3.45pm **Phone:** 020 3299 9000

What if I need urgent care out of hours?

To access out of hours dental services in Lambeth, Southwark or Lewisham, please telephone the triage service on **020 8299 5509**.

You will then be directed to an appropriate dental service or a dentist near to you. You will not be able to access out of hours dental services without going through the telephone triage service.

Further information

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:

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

Knowledge & Information Centre (KIC)

For more information about health conditions, support groups and local services, or to search the internet and send emails, please visit the KIC on the Ground Floor, North Wing, St Thomas' Hospital.

t: 020 7188 3416

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

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