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. This service is for patients in severe dental pain, with facial swelling, acute dental trauma or uncontrolled bleeding. 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 in the clinic in the order that they arrived.

Patients who have severe 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 more than three hours.

What happens when I attend the clinic?
During your visit we will carry out an examination of your face and mouth and may ask you to have x-rays or other tests. The treatment provided is often temporary in nature and normally you will be asked to return to your dentist for completion of treatment. Some patients may be referred to other departments within the dental hospital.

We will discuss your condition, aim to answer questions that you might have and give guidance for any further treatment that you might need.

If you are referred to another department within the hospital, please be aware that there are waiting lists for most treatments. Waiting times for those appointments 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. When you attend the clinic, you will be treated by dental students who are supervised by experienced senior qualified dentists.

Can I see a specialist instead of a student?
If you wish to be treated in the Acute Dental Care Clinic, you will always be seen by dental students under supervision of experienced dentists. If you would prefer to see a specialist, this will need to be organised by your GP or local dentist who can refer you to see specialist dental staff in other departments of the dental hospital.
When and where will my treatment be done?
Where possible, treatment will be provided by the students or junior dental staff on the day.

If your further treatment needs are suitable for student dentists, you will be offered a further assessment in the appropriate department. To make an initial appointment please complete a self-referral form for undergraduate care found on the Guy’s and St Thomas’ website and return via email or post to address given for the Undergraduate appointment centre.

If your treatment needs are complex and not suitable for dental students, we will recommend that your local dentist or doctor refer you to one of our specialists in a different part of the dental hospital.

How much does it cost?
You will not pay for any advice and treatment you receive within 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:

 Doors open 7.45am
 Registration from 8.00am
 Clinic opens 8.30am
 Last patient accepted 3pm

Clinics may close earlier if demand is high and capacity is reached early.

What if the clinic is full?
Any patients attending after the clinic has reached full capacity will ONLY be seen when presenting with the following symptoms:
- major facial swelling
- severe trauma (not including broken fillings or teeth)
- uncontrolled bleeding

What if I need urgent care out of hours?
If you urgently need dental help or advice and it is not a life-threatening situation, please call the NHS 111 service in order to find your nearest emergency dental service.

Contact us
If you have any further questions, please contact us, t: 020 7188 8006.
Guy's and St Thomas' Dental Department,
w: www.guysandstthomas.nhs.uk/our-services/dental/overview.aspx
Self-referral form,
w: www.guysandstthomas.nhs.uk/our-services/dental/referrals.aspx#na

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.

\[t: 020 7188 8748 \text{ 9am to 5pm, Monday to Friday}\]

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.

\[t: 020 7188 8801 \text{ (PALS) } \quad e: \text{ pals@gstt.nhs.uk}\]
\[t: 020 7188 3514 \text{ (complaints) } \quad e: \text{ complaints2@gstt.nhs.uk}\]

Language and accessible support services
If you need an interpreter or information about your care in a different language or format, please get in touch.

\[t: 020 7188 8815 \quad e: \text{ languagesupport@gstt.nhs.uk}\]

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.

\[w: \text{www.nhs.uk}\]

Get involved and have your say: become a member of the Trust
Members of Guy's and St Thomas’ NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

\[t: 0800 731 0319 \quad e: \text{ members@gstt.nhs.uk} \quad w: \text{www.guysandstthomas.nhs.uk/membership}\]