

Appointment Changes

To cancel or change your appointment, please telephone the number on your appointment letter. This may allow us to give your appointment time to another patient.

Please do not attend if you think you could have flu or diarrhoea and/or vomiting.

If you fail to attend without telling us in advance, we may return you back to the care of your Dentist or referrer, in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.

What to Bring with You

- Your appointment letter.
- A note of all medicines you currently take including any vitamins, herbal, homeopathic or alternative remedies.
- Your completed medical history form.
- Your repeat prescription list (if any).
- Any questions you may have (you may wish to write these down).

- At your first visit you will see a consultant, or a member of their clinical team.
- Your first appointment will be for assessment. In general, **no treatment** will be carried out on the day. However diagnostic investigations, such as a biopsy, may be carried out. Should you need further appointments, we will discuss this with you at the time.
- You have a right to a second opinion. If you feel this is necessary please ask the consultant in charge of your care.
- If you wish, you may access your health records. A senior member of staff will be able to advise you of what to do.

Help with Specific Needs

If you need help with any of the following please telephone the number on your appointment letter:

- Sight, hearing or require an interpreter.
- Mobility, specialised equipment or any other need.

Arrival at the Clinic

Please arrive promptly for your appointment and hand your appointment letter to the receptionist. If the clinic is running late we will tell you and give you an update.

What to Expect

- Multiple clinics may run at the same time and may have different schedules. This does not mean you are taken out of turn.
- The length of appointments can vary so please make sure you have time to wait in case of delays. Your first appointment may take up to 2 hours. At your appointment you may have test carries out, including x-rays. If surgery is part of your treatment plan, then your appointment **may** include a pre-operative assessment (a health check for your surgery).
- A friend or relative may be present when you see the dentist.

Travel to the hospital

If you want to find out how to travel to the hospital please call Traveline on 0871 200 2233 or see www.travelinescotland.com

Car parking - there is limited pay and display car parking on Sauchiehall Street. The nearest multi-storey car parks are at Cambridge Street and Elmbank Crescent. Please allow plenty of time to find a parking space. Glasgow Dental Hospital has limited disabled car parking spaces and you can access these via Renfrew Street.

Patient Transport (Ambulance or Ambulance Car)

A hospital or clinic appointment does not mean that you qualify for patient transport. If for medical reasons, you need this form of transport, you or your carer should make those arrangements. **Please call the Scottish Ambulance Service on 0300 123 1236.** They will ask you a series of assessment questions to determine your need.

If you **no longer need** the ambulance or car, please call **0800 389 1333**, as soon as possible, before your appointment date and tell them your name, address, phone number, date of appointment and hospital clinic you are attending. This phone number is an automatic answer machine and they do not cancel your appointment - this is your responsibility if you are not attending.

Please note they will only transport your escort or companion if absolutely necessary for your medical need.

No Smoking

NHS Greater Glasgow & Clyde has a Smoke Free Policy. This means **no smoking** in any NHS building, entrance, doorway, grounds or car park. This includes the use of e-cigarettes or vaporisers.

Mobile Phones

Please **Switch Off** mobile phones – they may only be used in designated areas. Please ask a member of staff where these areas are.

Courtesy to Staff

Our staff will treat you with dignity and respect. Equally we expect our staff to be treated the same. Abusive or violent behaviour will not be tolerated. We will consider prosecuting any person whose behaviour is unacceptable.

Student Teaching

An important part of our work in hospital is the teaching and training of students. You have a right to decide whether or not you wish to take part in student teaching. We will ask you about this before your consultation.

Confidentiality of Health Information

All staff are legally bound by the NHS Scotland's Code of Practice on Protecting Patient Confidentiality. If you wish to know more about how we protect your health information, please contact the health records manager at the hospital you are attending, or ask for a copy of our guidance leaflet.

Travel Costs

Patients can claim their travel costs if they receive Family Credit, Income Support or are on a low income.

Please note:

- Patients must bring proof of entitlement e.g. a letter confirming entitlement to benefit, HC2 certificate, NHS Tax Credit Exemption Card, Asylum Registration Card (ARC).
- Bus or rail tickets will be required as evidence.
- We can reimburse the cost of petrol for patients using their car.
- In some cases the travelling costs of an escort can be claimed.
- We will not re-imburse taxi fares.
- All patients travelling from the Highlands and Islands are entitled to claim some or all of their public transport costs of travel.

Please ask staff for further information or directions to the cash office.

Patients Rights (Scotland) Act 2011

The act:

- Aims to improve patients experiences of using health services and to support people to become more involved in their health and healthcare.
- Requires us to make sure we learn from comments, suggestions and complaints
- Strengthens the Patients Charter of Rights and responsibilities.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital.

Complaints

If you wish to complain then please ask to speak with a senior member of staff. A guidance leaflet is available from all clinics. Please ask for one if you need it.