Glasgow Dental Hospital and School Information for Outpatients

NHS Greater Glasgow and Clyde

Appointment Changes

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

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

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

Appointment Reminder Call

This hospital uses an automated voice and text messaging system to remind you about your appointments.
This system asks if you will be attending your appointment. If not, we will give your appointment to another patient.
If you do not wish to receive the reminder call, please contact us on the telephone number or email address included in your letter.

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.

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 - 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.

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).

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

- At your first visit you will see a consultant, or a member of their clinical team.
- Your first appointment will be for assessment. Usually **you do not have any treatment** at your first appointment. However you may have diagnostic investigations, such as a biopsy, carried out. If you need further appointments, we will discuss this with you at the time.

- Multiple clinics may run at the same time and may have different timings. 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 we may carry out tests, 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.
- 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.

Dental Chairs

The maximum weight load for our dental chairs is 21 stone (133.4kg). Please tell a member of staff if you feel that this will be an issue and we can make alternative arrangements.

No Smoking

NHS Greater Glasgow and Clyde has a Smoke Free Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park. You can use e-cigarettes and vaporisers in hospital grounds but not within hospital buildings, main entrances and doorways.'

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. Please see our guidance leaflet enclosed.

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.

Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital. Please speak with a member of staff or you can use our online feedback system.
www.nhsggc.org.uk/patientfeedback

You can also comment on Care Opinion:
www.careopinion.org.uk

Complaints

If you wish to complain then in the first instance speak with a senior member of staff.

You can ask for a guidance leaflet which is available from all clinics. You can also contact the **Complaints Office on: 0141 201 4500** or email: **complaints@ggc.scot.nhs.uk**