

Treatment provided by dental students



BRISTOL
DENTAL
SCHOOL



Acceptance for treatment

Bristol Dental School exists to train dental professionals. We are not an NHS Dental Service, and as such only recruit patients to support clinical training.

We only recruit or accept patients who have a treatment need which matches the training requirements of our students, and Bristol Dental School has defined acceptance criteria that have been developed by clinical academic staff. This means that we may not accept you for treatment as some types of dental treatment are not provided at Bristol Dental School.

We may also temporarily stop accepting new patients where we have sufficient patients to train our students. You are

not a patient of Bristol Dental School until you have been accepted for treatment following an assessment appointment.

Where you are offered an assessment appointment, you will have a brief examination. At this point we will advise you whether we are able to offer you treatment provided by a dental student. The decision on whether to accept you for treatment is made by a dentally qualified member of staff.

If you meet our clinical acceptance criteria, you will also need to be available for lengthy appointment times (sometimes up to 3 hours). Appointments are only available based on the student timetable and so will be on fixed days and times throughout the week (Monday – Friday, 9am – 5pm), during our student term time

only. If you do not have flexibility to commit to appointments on fixed days/times we will be unable to accept you for treatment.

Please note that not everyone is suitable for the programme, so you may be advised to find your own Dentist. If we are unable to accept you for treatment, we will explain why.

You will however need to find your own Dentist and we are unable to make referrals or recommendations.

If you are waiting for an assessment appointment or have been accepted but not yet started treatment with a student, and have a dental emergency or issue please contact NHS 111.

Personal Medication

If you are required to carry personal medication for immediate relief of sudden instances, such as asthma, allergies or angina, we will require you to bring them with you. Examples may include EpiPens, inhalers or GTN spray.

Interpretation / Translation Services

The Dental School will make all possible efforts to ensure effective communication with patients. This includes arrangements to meet patients' communication needs in languages other than English.

Patients will be asked about their language requirements and communication needs at registration. This will be

indicated clearly in their patient record.

This will include:

Language requirements, language preferences and communication needs

- Preference regarding gender of interpreter (if they wish to express one)
- Cultural identity where this is relevant to the provision of interpreting.

The Dental School has access to Language and BSL Interpretation Services. This may require that we have to pre-book services and will discuss the arrangements with you when making your appointments.

If you require any document in another language, please ask.

What to expect with student appointments

Students only work on certain days and times during the week, usually Monday, Tuesday, Thursday and Friday. Our clinical sessions usually run between 09:00-12:30 and 13:30 – 17:00. The student timetable may be subject to change. There is no treatment by students during student holidays.

Due to the nature of the student timetable, we cannot rearrange appointments to different days and times other than those offered to you.

All students are closely supervised by qualified staff, and their work is subject to regular checks. The treatment provided will take longer than it would at your own dentist. However, the treatment is provided free of charge to you.

If your treatment has not been completed by the time your student qualifies, another student will complete your treatment. This will be explained to you at the time.

Patients are asked not to bring family and friends to the clinic because of the size of the clinical bays and the need for the students, their assistants, nurses, and supervisors to supervise. If you have any concerns about this, please speak to a member of staff. Bristol Dental School has a Chaperoning policy.

Bringing children to the Dental School if you are having treatment

The School is very aware of the difficulties regarding childcare when a parent/guardian is attending for treatment.

However, feedback highlights that attendance of children in treatment bays can be distracting, particularly for nervous patients. There are additional risks to clinical safety, distraction of the dental team and those undergoing treatment, as well as potential health and safety and infection control risks.

If you are bringing children with you to an appointment, it will not be permissible for them to accompany you into the clinical area while you are having treatment. We are happy to have children in the waiting room if they can be supervised by another responsible adult who can accompany you.

Older, responsible teens (often 16+) may wait alone in the waiting room, if authorised.

The school accepts no responsibility for the supervision of children.

We will reschedule appointments if children cannot be supervised.

If you are bringing your child to the dental school for treatment, it would be preferable that you attend with that child and no other. This will allow you to support your child during their appointment without the distraction of looking after other children.

Waiting lists

If you are accepted for treatment by dental students, you will be placed on a waiting list. Whilst you are on the waiting list, if you have a dental emergency or something that gives you concern, you will need to contact NHS 111.

The length of time that you will wait for treatment will depend on the time of year you are added to the waiting list, the number of students, and the number of patients currently being treated. Every effort is made to keep waiting times to a minimum and we may temporarily stop

accepting new patients to maintain reasonable waiting times. If you decide not to wait for treatment at Bristol Dental School, you are welcome to find care elsewhere and can contact us to let us know.

Attendance

It is important that you attend your appointments. In line with our Patient Access and Failure to Attend policy, if a patient fails to attend or fails to give sufficient notice to cancel on more than 2 occasions

in a 12 month period, they will be denied any further appointments and will be required to find an alternative dental provider.

If you are finding it difficult to attend appointments due to personal difficulties, please let us know as soon as possible.

Bristol Dental School is not able to reimburse travel costs.

Emergency care whilst you are a patient with us

If you are currently undergoing dental treatment provided by students and have a dental emergency, an appointment can be provided excluding bank holidays, weekends or out-of-hours, in which case you will need to contact NHS 111 for

an Urgent Dental Care appointment.

Normally this treatment will be carried out by a different student to the one that you normally see.

There is no charge for this service.

Our expectations of patients (Patient Charter)

In line with our Terms & Conditions:

- You must treat staff, students and other patients with respect and recognise that discrimination, violence, or the causing of nuisance or disturbance on our premises, could result in you being refused access to our buildings and discharged from our care. Bristol Dental

School has a Zero Tolerance Policy.

- You must provide accurate information about your health, condition and status.
- Please follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.
- Please participate in important public health programmes such as vaccination.
- Please give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions

you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve our services for all. We will provide you with a link to our feedback system.

- Failure to engage with treatment plans may lead to you being discharged from our care.

What happens after treatment has finished

When your course of treatment is finished, you will be advised to return to your own dentist who will look after any other dental care needs including routine check-ups. If you do not have your own Dentist, the NHS Choices site can help you find a dentist in your area:

<https://www.nhs.uk/service-search/find-a-Dentist>

E-Scooters and mobility scooters

Based on fire safety guidance, we cannot allow e-scooters into the building for charging. Please ensure that any mobility scooter or wheelchair is charged before you journey to the school.

Please ask at reception if you require this information in a different language or format.

Alternatively, scan the QR code below for an HTML version of this leaflet.



Contact us:

Monday to Friday,
8:30 am - 4:30pm
T: 0117 374 6647

Emergency out of hours
NHS 111