

## **Galloway Community Hospital Dental Clinic - information for patients**

Galloway Community Hospital  
Dental Clinic  
Dalrymple Street  
Stranraer  
DG9 7DQ



Tel: 01776 707795

### **Opening Times**

Monday-Friday 8.30am to 4.30pm

Clinic times Tuesday and Friday 8.30am to 4.30pm

Emergency clinics operate on weekends and Public Holidays between 2.00pm and 5.00pm

Please see below how to access an emergency clinic

### **Who will be working in the clinic?**

**Sarah Victoria Taylor** BDS (Dundee) – GDC 270574

### **How do you make an appointment?**

Appointments can be agreed between you and the clinic, either at the clinic or by telephone.

### **What happens if you cannot attend an appointment?**

If you cannot attend your appointment, please let us know as soon as possible and another appointment can be arranged.

### **What should you do when you arrive at the Hospital?**

When you arrive at the Hospital please report to dental reception. Follow the signs for Oral Health. You will be shown to the waiting area and asked to take a seat.

You may be asked to complete a medical questionnaire. If you are on any medication please tell the clinician before any treatment is done.

### **Treatment**

You will be given a treatment plan when you need treatment. Depending on your treatment there may be an option for you to be treated by a student at the Dumfries Dental Centre. Your consent will be asked in advance if a student can be involved in your care. Private care is not available from this clinic. Please contact us if there is anything else we need to know that may impact on your care.

### **Charges**

Normal NHS charges apply. Payment is expected after each appointment to cover the cost of treatment provided, a card machine is available. If you are exempt from these charges, please bring evidence of your exemption.

Exemptions include

- If you are pregnant or have had a baby in the last 12 months; or
- On a low income and receiving certain benefits
- Under the age of 26

## **General information**

### **Hospital facilities**

- Cold water dispenser
- Toilets with disabled access
- Disabled access
- Interpreting services (if required, please let staff know in advance)

### **Confidentiality**

Your personal health information is kept securely in our computer system. For further information please ask clinic staff or go to [www.nhsinform.scot](http://www.nhsinform.scot).

### **Consent**

Consent is an agreement between you and the dentist or nurse to provide treatment. You can accept or refuse any treatment.

### **Parking**

The Hospital has its own car park with disabled parking available at the front.

### **What is a dental emergency?**

A dental emergency is where a patient has: -

- Persistent or severe bleeding
- Severe facial swelling with raised temperature
- Swelling around the eye
- Swelling leading to breathing difficulties
- Trauma (accident to the mouth/teeth)
- Toothache (severe pain)

### **How do you get emergency care?**

Phone us on Tel: 01776707795 and speak to a member of the team to discuss an emergency appointment. If you are being seen by us under a referral, please contact your own registered dentist for emergency care. If you have a dental emergency between the hours of 6pm and 8am please contact NHS24 on 111.

If you are an unregistered patient in pain please call 0845 602 6417 between the hours of 8am and 6pm out with these hours please contact NHS24 on 111.

### **What to do if you have a comment, concern, compliment or complaint**

Please speak to a member of clinic staff who welcome all feedback. If you are unhappy with any aspect of our service or your own treatment, which you have been unable to resolve with clinic staff, please contact: -

Senior Dental Nurse on 01387 245530

This information is also available on request in other formats by phoning 01387 245530

