



Guy's and St Thomas'
NHS Foundation Trust

King's College London
Dental Institute

Free dental care with dental students in training

Dental services provided at Guy's and St Thomas' NHS Foundation Trust are part of the King's College London Dental Institute, which trains dentists.

We appreciate your help in providing this training and have written this leaflet to explain what you can expect from dental care with our undergraduate students.

This leaflet also outlines the level of commitment we need from you, as a patient, to successfully complete your treatment.



Information about student dental care for adults

Information about our free dental care scheme by students is below. The waiting list for dental care by students is currently open.

Can I have treatment?

If you would like free dental treatment by students-in-training, you:

- must book an appointment during term times, Monday to Thursday beginning at 9:30am or 1:30pm and Fridays 9:30am or 2:00pm. Each appointment takes three to four hours and you may require multiple appointments
- must be able to come to all your appointments. If you are unable to come to an appointment, an alternative date may not be offered as students have a limited time to complete their treatments

If you meet these criteria, you will be given an initial appointment for an examination. This will assess whether you can be treated by students.

If your dental needs are suitable you will have your treatment planned and will be allocated to a student.

If your dental needs are not suitable for student treatment, you will need to find a local NHS dentist.

Types of treatment students can provide

You may be suitable for treatment if you need:

- routine fillings
- simple gum treatment
- limited crowns
- dentures
- root canal fillings.

This service is **not suitable** if you need multiple crowns and bridges, dental implants, orthodontics, treatment for complex gum problems or re-treatment of root fillings. This service is also **not suitable** for children.

Is treatment by a student different?

Students work slowly so your appointment will take longer and you may need several appointments. However, all students' work is checked at relevant stages, so you can be sure that you are receiving a good standard of care.

What happens if my student graduates?

If the student treating you graduates but your treatment plan has not been completed, you will be transferred to another student. If your original treatment plan has been completed but you then require further treatment, you can reapply to be reassessed and, if appropriate,

placed back on the waiting list to be allocated to a student. We hope that your appointment will be arranged at a suitable time. However, there can be unavoidable delays as this depends on the availability of students.

How can I get an appointment?

Please print and complete the referral form from the Guy's and St Thomas' Dental Services website and send it to the postal address below.

<https://www.guysandstthomas.nhs.uk/resources/our-services/dental/dental-referral-form.docx>

King's College London Dental Institute
Guy's & St Thomas' NHS Foundation Trust
Undergraduate Appointment Centre
Floor 25, Tower Wing, Guy's Hospital
Great Maze Pond, London SE1 9RT

Or contact the dental undergraduate appointments centre:

e: gst-tr.UndergraduateReferrals@nhs.net

t: 020 7188 7236

Emergencies

Students are not always in the clinics, so they may not be able to see you immediately if you develop a dental problem. Because of this, we run an emergency service from Monday to Friday, 8am to 4pm.

If you need to use this emergency service, you will normally be seen in the Acute Dental Care Department on the 23rd Floor, Tower Wing, Guy's Hospital. This is a walk-in service, so we will have to assess the urgency of your condition before we treat you.

Useful sources of information

Acute dental care

The **adult** dental emergency walk-in clinic is located on 23rd floor, Tower Wing, Guy's Hospital, and opens at 8am, Monday to Friday. This clinic is for emergency dental care only and is usually at full capacity by 9am.

The **children's** dental emergency walk-in clinic is located in the Dental Centre at St Thomas' Hospital, and is open from 9am to 11am, Monday to Friday.

Contact us

If you have any questions or concerns about Dental Care with Dental Students, please contact the dental undergraduate appointments centre on 020 7188 7236 (Monday to Friday, 9am to 5pm). Out of hours, please contact NHS 111.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit

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: www.nhs.uk

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 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 (PALS) e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

Leaflet number: 4545/VER1

Date published: February 2018

Review date: January 2021

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A list of sources is available on request