

Dumfries Dental Centre - information for patients

Dumfries Dental Centre
Bankend Road
Dumfries
DG1 4AP



Tel: 01387 245530

Opening Times

Monday to Friday 8am to 5pm (closed public holidays)

Who will be working in the centre?

Pamela Janet Campbell BDS (Glasgow) - GDC 65383

Iwona Klos BDS (Poland) - GDC 101950

Fiona Elizabeth Lilburn BDS (Dundee) - GDC 74830

Alison Patricia Milne BDS (Glasgow) - GDC 68813

Gillian Elizabeth Rees BDS (Edinburgh) - GDC 66469

The centre also supports a trainee programme for dentists.

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 clinic?

When you arrive at the centre please report to reception. 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.

Charges

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

General information

Centre facilities

- Cold water dispenser
- Childrens play area
- 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.

Consent

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

Bus service

Buses run regularly from Dumfries Town centre to Mountainhall Treatment Centre and Crichton site. For further information please phone Travel Line Scotland on 0870 608 2608

Parking

Disabled parking is available at the front of the centre. You access this via the Main Crichton Gate entrance on the Glencaple Road.

Dedicated parking for the centre is available by accessing the Dental Centre entrance on the Bankend Road. Look for the barrier entrance on the left.

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: 01387 245530 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.

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 245537

If you have questions about NHS dental provisions in the area, please contact NHS Primary Care Development on 01387 244284, Monday to Friday 8.30am to 4.30pm



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