Dental standards, rights and responsibilities in Ayrshire and Arran

Information on what you can expect from your dentist in Ayrshire and Arran

Your health – we’re in it together.

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- Brush teeth twice a day using fluoride toothpaste
- Quit smoking
- Limit alcohol intake to nationally recommended limits

• Follow the advice given to you by your dentist
• Attend appointments on time
• Cancel an appointment at least 24 hours in advance
• Advise if any changes have occurred since your last appointment to ensure any future appointments are for the correct length of time for the treatment
• Advise any change of address
• Advise any change of circumstances (this could be health related)
• Pay for each treatment as required by your dentist
• Ask any questions if you are unsure about your treatment
• Treat staff with dignity and respect
• Follow dental practice rules for example, switch mobile phones off
• Ensure all children are accompanied by an adult

Tell us what you think...

If you would like to comment on any issues raised by this document, please complete this form and return it to: Communications Department, 28 Lister Street, University Hospital Crosshouse, Crosshouse KA2 0BB. You can also email us at: comms@aaaht.scot.nhs.uk or comms@aapct.scot.nhs.uk. If you provide your contact details, we will acknowledge your comments and pass them to the appropriate departments for a response.

Name
Address
Comment

0800 169 1441

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Standards

Choosing your dentist
Your dentist will ensure that you have access to accurate, clear and easy to understand information that is readily available to help you choose the dental service that best meets your needs.

Before your appointment
You receive the information you need in advance, to help you when you attend your appointment.

Your visits
You are treated with dignity and respect by the dental team throughout your visits.

Assessing your needs
All decisions on your dental care, including preventative care, will be based on a full assessment of your needs.

Deciding and agreeing your care and treatment
Your decisions on any care and treatment provided to you by the dental team are based on you being fully informed by your dentist of the risks, benefits and cost involved.

Receiving your care and treatment
You receive safe and competent care and treatment in a manner designed to put you at ease.

Ongoing care
Following your consultation, investigation or treatment, you know about, and agree, the ongoing care you need and the arrangements for providing it, including who is to provide it.

The quality of your care and treatment
Your care and treatment are provided according to recognised current best practice guidelines.

Expressing your views
The dental team will welcome and actively seek your views to help it continuously improve the quality of care it provides.

Confidentiality and information held about you
The practice or clinic keeps an accurate, full and up-to-date record of all aspects of your care. It uses and stores it in a manner that ensures your confidentiality, and is in line with current legislation.

The dental team and service management
Your care and treatment will be provided by a dental team who are all suitably qualified and skilled for their job.

Medical and other emergencies
If there is an emergency while you are attending the dentist the dental team is trained to deal with it.

Control of infection
The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.

Your care environment
The design, layout and facilities of the dental clinic or practice will support the safe and effective delivery of your care and treatment.

Children and young people
The care and treatment that children and young people receive from their dentist takes account of their special physical, psychological and social needs, and are provided in partnership with parents or guardians. Specialist orthodontic treatment may also be available. Please speak to your dentist for suitable referrals.

Rights
As a patient you have the right to:

- Access information about how to register with a dentist in NHS Ayrshire & Arran
- Register with a dentist as an NHS patient (UK & EU residents)
- Access a free NHS dental check up
- A clear average pricing structure on display
- Receive clear information about the cost of your treatment plan including NHS versus Private costs where applicable
- Participate in discussions about your treatment plan
- Be offered a suitable length of appointment
- Privacy
- Be treated with dignity and respect
- Make a complaint if you are not happy
- Be advised by staff on how to make a complaint
- An emergency appointment for urgent issues which can include: severe toothache, accident causing dental trauma, face or neck swelling or haemorrhage

Responsibilities
As a patient it is your responsibility to:

- Look after your oral health:
  - Keeping sugar containing foods and drinks to mealtimes