

Cancellations

24 hours notice should be given for cancelled appointments.

If patients fail to attend an appointment without prior or at short notice, it may not be possible to complete their treatment at the Student Clinic.

Emergency Care

If you have a dental emergency please contact the Centre as early as possible. Out with the Centre opening hours please contact NHS 24, freephone 111.

Questionnaires

We welcome feedback from all of our patients who are seen in clinic by our students.

The feedback you provide is invaluable for the development of both the students and the service we provide for you.

On completion of your treatment you will be asked to complete a voluntary questionnaire. The information you provide is retained in our student records and may be used for exam purposes, and disposed of once the student leaves the University.

In addition to this, we run a random questionnaire during a selected week per academic year, and it may be that you are also asked to complete a further voluntary questionnaire during this time. This random questionnaire is confidential and is used to improve processes.

Further help and information

For more details contact:

Western Isles Dental Centre
Western Isles Hospital
Macaulay Road
Stornoway
Isle of Lewis
HS1 2TJ
Tel. 01851 707500

We are listening - how did we do?

We welcome your feedback as it helps us evaluate the services we provide. If you would like to tell us about your experience:



- speak to a member of staff
- visit our website: www.wihb.scot.nhs.uk/feedback or share your story at: www.careopinion.org.uk or tel. 0800 1223135
- tel. 01851 704704 (ext 2236)
Monday-Friday between 10am-4pm.

Version: 6 Review Date: April 2027
Written by: Western Isles Dental Centre.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

NHS Western Isles © Copyright 2012, 2014, 2015, 2016, 2018, 2023, 2025.
All rights reserved.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Western Isles Dental Centre

Treatment with the Student Dental Therapists



Useful information for patients and their carers

Introduction

The Western Isles Dental Centre is proud to host a number of students training to become dentists and dental therapists.

Our students are part of the University of Highlands & Islands Dental Hygiene & Dental Therapy Student Programme, and complete their full 3 year degree course here on the island.

You have been referred to our students for an assessment of your current oral health and for any subsequent treatment required. If you require an interpreter service, whether face-to-face or by telephone, please request this when making your dental appointment.

What You Can Expect

At the beginning of your treatment we will:

- examine your gums, teeth and soft tissues to assess for gum disease, tooth decay and other diseases affecting the mouth.
- ask questions so we can establish how you are currently caring for your teeth and if there is anything impacting your oral health.
- review x-rays of your teeth in order to complete a comprehensive assessment of your individual needs. If no x-rays are available from your dentist, we will take new x-rays where necessary.

Once you have been assessed you will receive a written treatment plan detailing the treatment you require following your assessments.

Student Treatments

We are very appreciative of patients who are happy to see students and therefore any treatment carried out by them will be provided **free of charge**.

Referrals for managing gum disease

Gum disease describes swelling, bleeding and sometimes soreness or infection of the tissues supporting the teeth.

Many people experience these symptoms and consider them to be 'normal', however they are symptoms of this inflammatory condition.

Gum disease is caused by plaque which forms a biofilm of bacteria and debris on the surface of the teeth and gums. If left to mature, this plaque biofilm causes inflammation of the gums. As gum disease progresses, often painlessly, over a long period of time, the tissues which support your teeth and hold them in place, including the gums and underlying bone, are irreparably damaged resulting in tooth loss.

In most cases, gum disease is very easily treated and involves delicately removing the plaque biofilm from around the gums.

If you require this treatment, you will be shown how to reduce plaque build-up in future.

However, if you are diagnosed with an aggressive form of this gum disease, we will suggest to your dentist that you are referred to a periodontal specialist after the first phase of your treatment.

Referrals for management of tooth decay

If you have been referred for treatment of tooth decay, our students will assess your treatment needs when they complete a full clinical examination of your mouth on your first appointment.

As with gum disease, tooth decay is a preventable condition and you will be shown how to prevent further occurrence.

Tooth decay is caused by sugar intake and our students will help you to identify any foods that are causing it.

The students will go ahead and treat the decay, which may involve fillings.

If fillings are required, there are a variety of materials available and the appropriate options will be discussed with you prior to any treatment being carried out.

We offer both silver and white fillings, as appropriate.

Please note

Treatments usually require more than one appointment.

All of the assessment information and treatment that are completed by students will be provided to your dentist.