

University Dental Hospital of Manchester

Information for Patients

Patient Information

Welcome to the University Dental Hospital of Manchester

We understand that the need to attend hospital can be worrying. Our aim is to make your visit as pleasant as possible. We hope that you will take the time to read this booklet and trust that the information enclosed will be helpful. Details of your appointment are enclosed with the booklet.

If you cannot keep your appointment, please telephone as soon as possible, using the number on your appointment letter/card. We will then rearrange your appointment, and re-allocate the appointment to another patient.

If you simply fail to attend your first appointment you will be discharged. You will then need to be referred again if you want another appointment. Every missed appointment wastes NHS money and increases waiting times for all patients

General Information about the Hospital

The University Dental Hospital is one of 14 specialist Dental Hospitals within the UK. Around 90,000 patients attend for treatment every year. The Dental Hospital, which is situated on the University of Manchester Campus, is part of Manchester University NHS Foundation Trust, one of the largest healthcare trusts in England.

The University Dental Hospital is a major teaching hospital undertaking the training of all members of the dental team such as students, dentists, dental nurses, dental hygienists and therapists.

Opening hours for patients with appointments are Monday to Friday 8.45 am to 5.00 pm.

Training and Research

As a national centre of excellence, research and training are important parts of our work and so dental students may be present during your consultation. You can inform the clinician if you do not want them to be present. We may also ask you to take part in research studies within the Trust. However, this is voluntary and your decision will not in any way affect your treatment.

What should I bring with me?

- Your appointment card or letter.
- A list of any medication you are taking.
- Your NHS number, if known.
- Any other items requested on your appointment card or letter.
- If you feel you may be entitled to assistance, please see section, 'Help with Travel Costs.'
- If attending for a hygiene appointment, please bring with you all the items you use to clean your teeth.
- Make sure you eat as normal before attending.

Please note, your treatment may require you to have X-rays so please come with minimum jewellery.

Your treatment

After you have informed the receptionist of your arrival, you will be asked to wait in the appropriate waiting room before your treatment. A nurse/student will escort you to the treatment area and will normally remain present throughout your treatment.

Most routine visits last around 30 minutes, although some procedures may take longer. If you need an X-ray or other tests your appointment may last for the whole morning or afternoon. Please bear this in mind when planning your visit.

Consent to treatment

Consent may be required prior to treatment and you will be given more information at your appointment.

May I bring a friend or relative?

A friend or relative may accompany you on your visit. If you wish to have this person present during your consultation, please inform the dental nurse. Requests will be accommodated where possible and practical. Having someone with you at this time can be helpful, especially if you are hard of hearing or anxious about your treatment.

How will I get there?

Travelling by Public Transport

Timetable information can be found by telephoning Transport for Greater Manchester (TFGM) on 0871 200 2233 or visit their website www.tfgm.com

Travelling by car

The closest car park to the hospital is the University Car Park on Booth Street West (Postcode: M15 6AR). There is disabled parking in the car park. The car park operates a pay on foot system, which means that you pay your parking fees before returning to your vehicle and driving to the exit. The current tariffs are as follows: Up to 3 hours £3, 3-6 hours £5 and 6-10 hours £8. On our website we have a dedicated section to help you find us – go to www.mft.nhs.uk.

Help with travel costs

If you are receiving benefits or are on a low income you may be entitled to reclaim all or part of the cost of your travel costs. Please take your receipts with proof of your entitlement to benefits to the Cashiers' Office on the ground floor. This is open Monday to Friday 8.45 am – 12.30 pm and 1.15 pm – 4.00 pm.

For further information please contact the Cashiers Office on (0161) 306 1567 or the Hospital Travel Cost Scheme Helpline on 0845 850 1166, website www.nhsbsa.nhs.uk. You can also find this information in leaflet HC11 which is available from your Benefits Agency office and many other local places including libraries, doctors surgeries and town halls.



University Dental Hospital of Manchester Charity
Supporting excellence in treatment, care and research
Registered charity number 1049274

Support Your Hospital

Did you know there is a Dental Hospital charity which has been established to help support excellence in treatment, care and research?

Charitable funding has helped to renovate our Department of Child Dental Health and enabled us to commission artwork in the Departments of Child Dental Health and Orthodontics. We also received funding and created a Paediatric X-ray suite on the second floor of the hospital, which has helped to reduce waiting times for all of our patients.

Charitable funding makes a real difference to us as a hospital. If you would like to find out more about how to make a donation, or would like to receive a fundraising pack, then please ask a member of our reception team or call the Charities team on 0161 276 4522. Office hours are Monday - Friday 9.00 am - 5.00 pm. You can leave a message outside those hours. We are always pleased to hear from you!

Thank you for your support.