

## Please try to keep your appointment

Your examination helps us to keep standards high in the NHS

Please ring us on **08457 125449** to confirm that you will keep your appointment or to arrange a different appointment.

Calls to this number are charged at the local rate.

Our staff will be able to give you advice and will answer any questions you may have.

## QUALITY STATEMENT

- ◆ We aim to monitor the standard and quality of NHS dental treatment provided to you and your family.
- ◆ Our friendly staff will offer you any help and advice you need.
- ◆ Your examination will be carried out by an experienced dentist who will provide an independent assessment of the health of your teeth and gums. You can ask for a copy of the report.
- ◆ Your examination will take about 15 mins.

The Scottish Dental Reference Service is part of the Practitioner Services/NHS National Services Scotland.

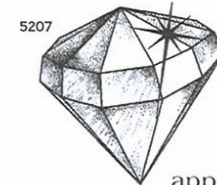
Scottish Dental Reference Service  
Practitioner Services  
Clifton House  
Clifton Place  
Glasgow G3 7LN

Phone 08457 125449  
(Calls charged at the local rate)

# SDRS

## Scottish Dental Reference Service

PATIENT  
INFORMATION  
LEAFLET



*Crystal  
Mark*

Clarity  
approved by  
Plain English Campaign

QUALITY MONITORING IN DENTISTRY

## *About the Dental Reference Service*

The Dental Reference Service is 70 years old and is now part of NHS National Services Scotland. We, at the Dental Reference Service, are made up of a small team of independent dentists who provide a vital quality-assurance service to people receiving NHS dental treatment. We do this by inspecting patients' mouths before extensive work is carried out or after they have received treatment.

### **Monitoring the quality of dental treatment**

We must make sure that the NHS dental treatment is carried out to a satisfactory standard. We do this by checking that the treatment your dentist wants to do is appropriate and that any treatment you have received was satisfactory.

### **Your Commitment**

Every time you visit your dentist you sign a form for the treatment you have received. By doing this you are agreeing to have an examination by a dental officer if necessary. We need you to keep to this agreement so that we can continue to maintain the standard of dental treatment provided in Scotland.

## *Some common questions*

### **Why me?**

Every year we examine a number of patients of every NHS dentist.

We chose your name because you have recently had, or are about to have, NHS dental treatment.

### **Does my dentist know?**

We will tell your dentist about your examination before the appointment and he or she will be able to be present at your appointment.

### **What will the examination involve?**

A qualified dental officer will examine your mouth and provide an independent assessment of the health of your teeth and gums. This usually takes about 15 minutes. **No** treatment will be given at the appointment.

If your dentist wants to provide a fairly extensive course of treatment, at the examination we will assess whether that treatment is the most appropriate. So you will not be able to have the treatment until after the examination.

### **Where will the appointment be?**

We use clinics all over the country. We will arrange your appointment at a clinic convenient to you. Please tell us which town is closest to where you live or work by calling us on 08457 125449.

### **Can I claim travel expenses?**

You can claim reasonable expenses for travel to and from our clinic. When you attend your appointment we will refund your travel costs. In certain circumstances, you may claim travel expenses for someone who has accompanied you.

### **Can I continue with the dental treatment?**

Your dentist will not carry out any routine treatment until after your examination. It is important that when we examine your teeth they are in the same state as they were at your last dental appointment.

If you need emergency dental treatment before your examination your dentist will provide treatment only to relieve pain. He or she will give us the details and then continue with any other treatment you need soon after the examination.