

Appointments

The Dental Education Facility is open between the hours of **9am and 5pm by appointment only**.

If you wish to leave a message outside of these hours, please do so and a member of staff will return your call.



We are continuously striving to improve our services and we would appreciate your feedback. If you would like to provide feedback on our services, please visit:
<https://peninsuladental.org.uk/feedback-complaints/>



**Peninsula
Dental**
Social Enterprise

Please remember

Please ensure that you give us a minimum of 48 hours' notice if you have to cancel or change an appointment. You may leave a message on our answering machine service to inform us that you cannot attend an appointment, a member of staff will contact you during working hours to follow up your call with you.

To ensure that our clinics are utilised effectively, we follow a strict failure to attend and cancellation policy.

If you fail to attend an appointment, you will be discharged back to your referring dentist.

If you cancel an appointment on two separate occasions, you will be discharged back to your referring dentist.

We will take extenuating circumstances into consideration on an individual basis.

Should you still wish to proceed with treatment following discharge, a repeat referral from your dentist will be required.

Further information

We want our facilities to be accessible to everyone, if you need any further information about this, then please read our inclusive access guide on <https://peninsuladental.org.uk/>

If you would prefer a hard copy of our policy then please contact us on pdse-info@plymouth.ac.uk

How are we doing?

We take any complaints very seriously, if for whatever reason the service or treatment you have received at the Dental Education Facility falls short of your expectations please let us know.

Please speak to a member of our clinical staff in the first instance or write to:

Governance and Operations Manager
Peninsula Dental Social Enterprise CIC
20 Research Way
Plymouth Science Park
Plymouth PL6 8BT

You can also contact us via email on:
pdse-info@plymouth.ac.uk

And finally...

Please treat our staff with courtesy and respect.

The Dental Education Facilities have a Zero Tolerance policy regarding violence, abusive or discriminatory behaviour towards staff and students.

If such behaviours occur, action will be taken which may involve withdrawal of your care and/or involvement of the police.

Patient Information

Minor Oral Surgery



Veysey Close
Exeter
Devon EX2 4SG

www.peninsuladental.org.uk
Telephone: 01392 346303
Email: pdse-info@plymouth.ac.uk



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What treatments are available?

You have been referred for Minor Oral Surgery. This treatment may include complex extractions which may require bone removal and soft tissue surgery. Following any treatment, you will be given aftercare instructions.

How is treatment provided?

Your treatment will be provided by post-graduate students who work under the close supervision of the qualified, experienced Oral Surgery Team. Minor Oral Surgery is undertaken at Exeter Dental Education Facility.

How much will I be charged?

Treatment provided by post-graduate students is free of charge to the patient.



What shall I do if I can't attend my appointment?

Please give us **48 hours' notice** if you are unable to keep your appointment by contacting **0345 155 8109** so that we can reallocate your appointment.

What will happen at my appointment?

The student under supervision will:

- Carry out an initial assessment of the treatment you've been referred for.
- Discuss the risks and benefits of any proposed treatment.
- You will be asked to complete a medical history form, giving details of any medication you may take. Please bring a list of your medications with you.
- We also ask you to sign an '**agreement to treatment**' form.

Your treatment will be planned to be completed in one visit, however, should multiple procedures be required, additional appointments may be necessary.

Following completion of treatment, you will be discharged back to your own dentist for continuous care.

Patients discharged from the care of Oral Surgery MSc Clinic

On discharge from OS MSc clinic, a discharge summary letter should be sent to both the referring practitioner and patient detailing:

- Surgery completed
- Information on post-operative instructions and after care advice given to the patient
- Any actions for the referring practitioner if applicable



If you would like to speak to a member of our team before your appointment, then please feel free to contact us on **0345 155 8109**.

Access to post-operative care and treatment

Patients are able to access care and advice from a member of the oral surgery team up to the end of the working week following their oral surgery treatment.

PDSE will not be responsible for providing any ongoing and/or permanent treatment options and upon discharge from the OS clinic, all after care and ongoing care will be continued by the patients GDP.

What to expect following an Oral Surgery procedure?

Pain: This is variable and depends largely on how difficult the tooth was to take out. The usual recovery time is 5 to 7 days and is usually managed by taking painkillers e.g. ibuprofen and paracetamol.

Swelling: This is common and tends to be worst on the second/third day after surgery. It gradually disappears over about a week. You may need to take time off work for a few days afterwards.

Bleeding: This will usually stop within 30 minutes after the operation finishes. You may notice your saliva is blood stained for a day or two afterwards, this is normal. You will be given advice on how to manage prolonged bleeding.

Dry socket: If you have pain which seems to be getting worse rather than better, together with a bad taste and/or bad breath then you should contact us. The socket may need washing out and a dressing placed. Antibiotics are not usually necessary.

Infection: This may present as a fever, feeling generally unwell; tender glands under your jaw line; the skin over your jaw or upper neck becoming hot, hard, reddened and tender to touch. You should contact us urgently if you suspect that you have an infection as you may need to take antibiotics.