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 and you will need to be re-referred by your doctor or dentist to be put back onto the appropriate waiting list.
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 Central Manchester University Hospitals NHS Foundation Trust, one of the largest healthcare trusts in England.

The University Dental Hospital is a major teaching hospital undertaking the training of postgraduate and undergraduate dental students. Student Dental Nurses, Hygienists and Dental Therapists are also trained at the Hospital.

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

Teaching and Research

As a national centre of excellence, research and training is an important part of our work and so medical/dental students may be present during your consultation. 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. The clinician will explain what will be done and why it is necessary. If you feel unsure of anything, please ask.

As the Dental Hospital is a teaching hospital it is likely that students may be present during your treatment. You can inform the clinician if you do not want them to be present.
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.

Your information

The leaflet ‘What You need To Know’ gives details of how your personal information is used within the organisation. If you would like a copy of this leaflet please contact the Data Protection Manager on 0161 276 4878 or e-mail foi@cmft.nhs.uk. The leaflet is also available at the hospital or online at www.cmft.nhs.uk under the heading Information for Patients and Carers then under Patient Leaflets.
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. 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
Over 3 hours £5

On our website we have a dedicated section to help you find us – go to www.cmft.nhs.uk, click on Dental Hospital at the top and then ‘Plan your Visit’ on the left hand side. At the bottom of the homepage is a ‘Useful Links’ section which gives links to travel websites.

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.
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 have also received funding to create a Paediatric X-ray suite on the second floor of the hospital which will help 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.
No Smoking Policy

The NHS has a responsibility for the nation’s health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

It is our policy that family, relatives or friends cannot interpret for patients. Should you require an interpreter ask a member of staff to arrange it for you.

نص سياستنا على عدم السماح لأفراد عائلة المرضى أو أقاربهم أو أصدقائهم بالترجمة لهم. إذا احتجت إلى مترجم فرجي ان تطلب ذلك من احد العاملين ليرتب لك ذلك.

بمارى يه. باليس يي ك. خاندان، رشد دار اور دوست مريضون كي نته ترمجه نيب كرسكسي. ا 너 آب كومترمج كي ضرورت بيه تو عمله كي كي ركز سه كيب كيه اب كي نه اس كا نندوست كردي.

Η εταιρεία δεν επιτρέπει την μετάφραση από οικογενειακούς, φίλους ή συνοδούς των ασθενών. Αν αναγκαία η μετάφραση θα πρέπει να αναλήφεται από το κρατικό προσωπικό.

Изъясняємо, що родинні, близькі і друзі не можуть транслювати непосредньо для хворих. Якщо це потрібно - обратися до персоналу і попросити про трансляцію.

多くの家族や親しい友人、患者の親族や故人、病院の職員が翻訳を委任する必要がある場合がある。その場合は、病院の職員に翻訳を依頼すること。

이사가 경고한다. 가족, 친구, 또는 반려인은 환자에게 번역할 수 없다. 필요할 경우 팀을 통해 번역을 요청해야 한다.

إنه من سياستنا عدم السماح لإشراف العائلة أو الأصدقاء أو الأقارب بالترجمة لهم، إذا احتاج إلى ترجمة فريجي أن يطلب ذلك من أحد العاملين ليتولى ذلك.

インターネット上で、家族、親しい友人、関係者の間での直接の口頭翻訳は、患者のためには許可されていません。必要であれば職員に翻訳を依頼すること。


Waa nidaamkeena in qoys, qaraaboamasaaxiiboaysanu tarjumikarinxubanka. Haddiiad u baahatotarjumaankacodsoxubinka mid ah shaqaalahainaykuusameeyaan.

我们的方针是，家属，亲戚和朋友不能为病人做口译。如果您需要口译员，请叫员工给您安排。

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