

Welcome to Oral and Maxillofacial Surgery, Orthodontics and Restorative Dentistry

Information for patients



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Open Monday to Friday 9.00am - 5.00pm

Please contact the Department to book or change an appointment.

Reception: **01865 221 407**

For clinical advice: **01865 221 406**

Oral and Maxillofacial Surgery Administration Team contact details

Appointments Team: **01865 743 499 / 01865 743 104**

Administration Manager: **01865 234 532**

When you arrive

Please come to reception and show us your appointment letter.

Please tell us if:

- you have changed your address or GP, so that we can check your details are up to date
- you would like a text message appointment reminder; if so, please give us your mobile telephone number
- you have come by hospital transport, so we can arrange your journey home
- you require an interpreter for your appointment.

Your appointment today may be booked under the care of a Consultant. However, you may be seen by another member of their team. This may be a Doctor, Orthodontist, Dentist, Therapist, Specialist Nurse or Registrar. We will give you a coloured card, which lets the Nurses know what clinic you are waiting for.

Oral and Maxillofacial Department

We have several clinics in this department.

Minor Oral Surgery

Minor surgical procedures carried out under local anaesthetic, such as:

- extraction of wisdom teeth
- impacted teeth
- biopsies.

Orthodontics

This type of dentistry aims to improve the appearance, position and function of crooked or abnormally arranged teeth.

Our Consultants provide treatment for people of all ages. Appointments are booked, but we do also see emergencies as they occur, booked in advance.

Restorative Dentistry

Our Consultants offer dental assessments and a range of treatments. Our therapists work both at the John Radcliffe Hospital and at the Blenheim Head and Neck Unit at the Churchill Hospital. We may refer you to one of our therapists after a Consultant has seen you, for further treatment or monitoring.

Pre-operative Assessment

If you are having surgery under a general anaesthetic you must have a pre-operative assessment (POA). This takes about 45 minutes. A Nurse will ask you about your medical history and take some tests, such as your blood pressure and pulse. You may also need further tests, such as blood tests, an ECG and routine swabs for MRSA.

You do need to come to your pre-operative assessment appointment, or your operation may be cancelled.

Waiting area

Our waiting area is by Orthodontics and has a small children's trolley filled with toys, books and games. The TV screen in the waiting room will be playing a DVD; if this is too quiet, or too loud for you, please let a Nurse know.

Pagers and portable loop

We have a pager system in use in this department. This may allow you to leave the department if you have been told that your clinic is delayed. Please ask the Receptionist or Nurse if you would like a pager.

We have a portable loop system for those with hearing difficulties. Please speak to a member of staff if you would like to use this during your appointment.

Toilets

There are four toilets by reception on the left hand side of the corridor, and a disabled toilet by the Outpatients Blue Area. Please ask a member of the team for directions.

Hospital facilities

There are shops and a cashpoint on Level 2 of the hospital, and places to eat and drink on both Level 2 and Level 3.

Before you go home

Please come to reception and hand in the form that your Clinician or Nurse has given you. This will enable us to make your next appointment. Please also hand back your coloured card.

Would you like to tell us about your experience today?

Please ask a member of staff for a feedback form or email feedback@ouh.nhs.uk; we are always looking for ways to improve our service. When you visit our department you will be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

Would you like to tell your ‘Patient Story’?

We want every patient to have the best experience possible, and feedback helps our staff to know what we are doing well (and should keep on doing) and what we should change. We are collecting Patient Stories to help us understand your experiences in detail.

If you are interested in taking part, please contact Bernadette Mitchell:

Tel: 01865 231 201

Mobile: 07920 183 491

Email: bernadette.mitchell@ouh.nhs.uk

Further information

For more information please see:

www.ouh.nhs.uk/omd

‘Information for patients – John Radcliffe Hospital’ booklet.

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**

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