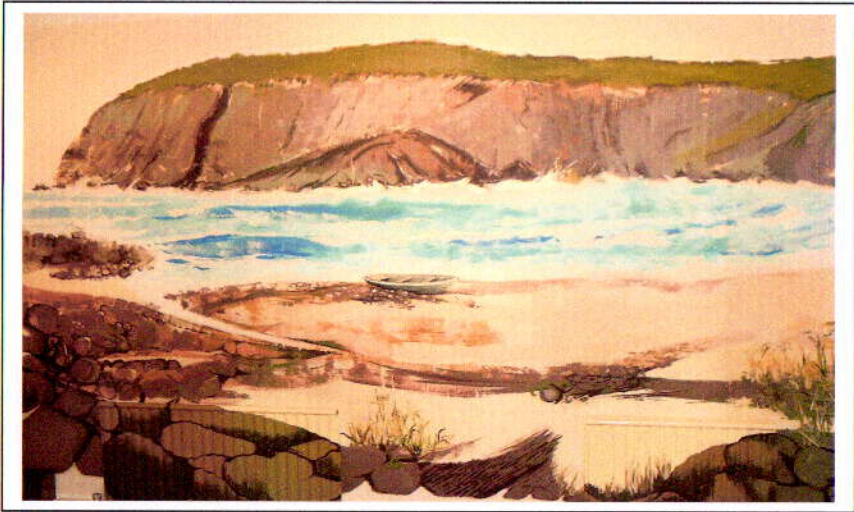


## **Kenneth N MacDonald BDS DGDP**

Bayhead Dental Practice first opened by K N MacDonald in 1981. It was the first Dental Practice in the UK to achieve the International Quality Standard BS EN ISO 9002 and the Investor in People award.

The building and staff were taken over by Western Isles NHS Board in July 2005 and Mr MacDonald continues as a self employed dentist.



**Kenneth N. MacDonald**  
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**Internet** [www.islesmiles.co.uk](http://www.islesmiles.co.uk)

## Clinical Staff

### Dentists

Mr K N MacDonald BDS 1974

Miss R. Martin BDS 2006

### Opening Times

The practice is open Monday to Friday 9am to 5:30pm. Closed for lunch 1 to 2pm.

### Access

Unfortunately our practice layout is not well suited to wheelchair access but we do have ramps to enable entry to the practice. Our staff will always be willing to assist in any way they can, or treatment can be arranged at the Western Isles Hospital. If you have any physical disability please tell the receptionist when arranging an appointment, so we can be prepared to help you in a way that suits you. There is a step and sprung door at the entrance so please make use of the call button at the right of the door and someone will assist with your entry to the practice.

### Appointments

The availability of appointments varies each day and consultations are by **appointment** only. In an absolute emergency when the practice is closed an emergency service is provided for registered patients. Details of how to reach a dentist are on the answer-phone.

If you have to cancel your appointment please let us know as soon as possible as failure to attend for an appointment wastes the dentist's time and can result in a charge being made. We do try very hard to keep to the appointment time and you will be told if there is any delay.

### Treatment Charges

Some patients may be exempt from NHS dental charges. If you think you may be exempt please tell us at your first visit. Proof of exemption will be asked for. However even if you do not have the evidence you will still be treated free of charge. If after your examination you have to return for further treatment you will be given an estimate of the cost of treatment which you will be asked to pay before the completion of treatment, unless you are exempt. The treatment charges can be paid in instalments while the treatment is being undertaken. Payment may be made by cash, cheque, credit card, debit card or standing order. If you feel you may have difficulties with payment of the charges, then please tell the dentist or receptionist who will try and help you with treatment or payment alternatives.

Treatment outwith the NHS will allow your dentist more time to explain the treatment alternatives available to you. More expensive materials and laboratories can be used to provide you with the level of care you would like. The practice also runs the Denplan private treatment scheme. Please ask about treatment choices.

## Emergency Appointments in Working Hours

Registered patients who have: -

Injury resulting in: - Loss of teeth Displaced teeth, or Damaged lips or cheeks; Bleeding after extraction	will be asked to attend immediately and will be seen as soon as possible.
Facial swelling Pain that awakens you at night and is not controlled by painkillers and occurs all the time	will be seen at 12:30 that day if they phone before 12 noon. If they phone after 12 noon they will be seen at 12:30 the next day. Patients may have to wait to be seen.

Registered patients who have: -

lost crowns or dentures or fractured fillings or have teeth with sensitivity	will have a contact number taken and will be phoned if there are any cancellations.
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### Dental Hygienist

A Dental Hygienist specialises mainly in the treatment and prevention of periodontal or gum disease.

Your dentist may refer you for one or more visits to the hygienist, who will scale your teeth and give you personal instruction on how you can best keep your teeth and gums healthy.

### Receiving your care and treatment

You will be told in advance of any treatment that will be carried out. Before the initial consultation you will be asked to complete a medical questionnaire which you can discuss with your dentist. You are also encouraged to discuss any concerns you may have about pain control or anxiety with your dentist. A full examination of your mouth will be undertaken and the findings recorded. Some further investigations may be required such as radiographs before treatment options can be discussed. The dentist will discuss and agree with you the ongoing care you need and how it will be provided. You will be provided with a written summary and cost estimate.

## **Recalls**

To prevent dental problems occurring regular attendance is encouraged and at the end of your treatment you will be told when you should return for a check up. The times between check-ups vary considerably for different individuals and their treatment needs. You should receive a letter or phone call reminding you it is time to visit again, though if you wish to attend along with other members of the family please do so.

## **Registration**

Since 1990 it has been necessary to re-register with your dentist to be eligible for continuing NHS care. This registration must be renewed every 15 months. Registration takes place automatically every time you come in for a check-up within the 15 month period, or complete a NHS acceptance form every 15 months.

## **Family Facilities**

We do encourage all the family to attend. It allows the dentist the opportunity to explain to parents the development of their child's teeth, and the dentist can often detect patterns of dental disease within families. Many dental conditions are hereditary or dietary based so advice is relevant to all the family.

We are also pleased to answer any questions parents may have about looking after their own or their children's teeth.

Game Boys, books and toys are available in the reception area for children to play with.

## **Further Information**

In the reception areas, as well as a wide selection of current magazines, there is a book giving details of all types of modern treatment undertaken. Information sheets on a wide range of dental topics can be printed for you. Details of our scheme of publication and our annual review of our services are available on our web site [www.islesmiles.co.uk](http://www.islesmiles.co.uk)

## **Comments / Complaints**

We have comment slips available in the entrance hall and at reception. Do complete them as we are always trying to ensure our patients get the best possible service. Your suggestions of how we may improve the service to you are always appreciated.

If you have any complaints about treatment or the service you have received, then please tell the receptionist or dentist, or complete the comment slip with your name and address and you will receive a reply