

# Welcome to the NHS Balfour

We are an NHS practice providing dental services and are part of NHS Orkney. We are located in the foyer of the Balfour just behind the main reception.

## Dental Treatment

We are a clinic specialising in oral surgery, dental treatment of severely dentally anxious patient and patients with special needs. Our patients are mainly referred to the clinic by their own dental practitioner.

The emergency out of hour's dental service takes place at this clinic.

## OUR OPENING HOURS

Mon 08:00-18:00  
Tue 08:00-18:00  
Wed 08:00-18:00  
Thur 08:00-18:00  
Fri 08:00-18:00

## A Dental Emergency How to Contact Us

### During opening hours

Please call the Balfour Dental on 01856888258

## Outwith Working Hours, after 6pm during the work week and all weekend

If you are in severe pain, bleeding, injured or have severe swelling, please telephone **NHS24 on 111**

**NHS charges apply for emergency treatment.**

## Dental Charges

There are nationally set charges for all NHS treatment. Payment is required at the time of your treatment, by cash, cheque or credit/debit card. We will provide an estimated total cost of your treatment at your first appointment.

**We do not undertake any private dental treatment.**

## Charge Exemptions

There are exemptions for patients in receipt of some types of benefit, during pregnancy and for a year after your baby is born. Evidence that you are exempt is required at the time of treatment. Unfortunately receipt of the state pension alone does not qualify you for free treatment.

## Staff

### Senior Dental Officer

Steven Johnston

### Dentists

Jay Wragg

Kathleen McKinnon

Hamid Miraki-Moud

Samantha McKay

Geoffrey Purnell

### Dental Nurse Team Lead

Rosaleen Sutherland

### Dental Therapist

Fiona Lennox

### Dental Receptionists

Donna Shearer

Sarah Sanders

Kayleigh Alexander

Joseph Casey

Keith Shakespeare

Han Gillies

### Dental Nurses

Sheena Leask

Sheila Sinclair

Karen Nicholson

Neva Spence

Bridine MacDonald

Muriel Loudon

Erin Watson

Carrie Gilmour

### **Dental Advice & Information**

Please speak to a member of staff. We are friendly and approachable and will do our best to help you with any questions or queries.

### **Disabled Access**

We have two dental surgeries that can accommodate a wheelchair. Disabled parking spaces are near the entrance to Balfour Hospital. The car park is often very busy.

### **Translator Support**

We will endeavour to find the appropriate level of support required. This may take time to arrange.

### **Domiciliary Visits**

If you are unable to attend the dental centre, it may be possible to arrange a visit to your home or place of residence.

### **Cancellations**

If you are unable to keep an appointment, please give us as much notice as possible. We are a busy practice and failing to turn up for your appointment will result in a longer waiting time for the completion of your dental treatment.

### **Data Protection**

Throughout the NHS, information about your treatment and care is recorded and is available to other health and social care professionals who are directly involved in and/or need access to it to plan your care. Some of this information may be used to ensure that we maintain a high quality of

service and care and to aid in planning services. Under the Data Protection Act you may request to see what information is held about you and you may refuse the recording of particular items of information. If you have any queries or concerns about your medical records please contact our Data Protection Officer: (01856) 888220.

### **Complaints**

If you have any complaint regarding any aspect of the service you receive please speak, in the first instance, to someone involved in your care. NHS Orkney can provide further guidance. This can be obtained by contacting our Patient Experience Officer on (01856) 888221 or email [ORK.feedback@nhs.scot](mailto:ORK.feedback@nhs.scot)

### **Support of Students**

At NHS Orkney, we support students undertaking courses from a variety of Universities. Supervised students may participate in your care.

If you require this leaflet or any other patient information in a different format or language, please contact the Information Governance Team at Balfour Hospital  
Tel (01856) 888220  
Email [ork.dp@nhs.scot](mailto:ork.dp@nhs.scot)



“Caring for the people of Orkney”

# **BALFOUR DENTAL**

Balfour Hospital  
Kirkwall  
KW15 1NZ

Tel: 01856 888258

Patient Information  
Leaflet

DNTL: Allison Kemp Reviewed: Feb 2025  
Next review: Feb 2026