



## Nervous & Anxious Patients

Being nervous or anxious about visiting the dentist is a common condition that affects a large proportion of people. Some patients are so fearful or anxious about visiting the dentist that their oral health suffers as a result.

### We can help!

At Hoburne Dental Practice we have years of experience dealing with fearful and nervous patients and we will try and make your dental visit as comfortable as possible. Our practice is an **accredited Dental Phobia practice**, the only accredited practice in Dorset.

"I was a **nervous patient** and after a bad experience at my previous dentist I needed some emergency treatment. The dentist and Carly have been so supportive and caring. **Truly professional** in everyway!" **Mrs HS (Mudford, 3 August 2017)**

### How we help you?

On your first visit to the practice we take a full record of your dental history, which will give us much information regarding your dental concerns. If you are very nervous and want to take things more slowly, we have found that for some people it has been helpful just to sit in the waiting room to get a feel for the practice before taking things any further, please ask us if you would like to do this.

On your first visit we will discuss with you why you feel so anxious about visiting the dentist. Should you wish, you will have the opportunity to meet one of our Dental Phobia and Anxious Patient Coordinators. They will be happy to discuss your concerns in greater depth at a separate appointment in the consultation room. We have a huge amount of experience in helping phobic patients overcome their dental fears by sampling discussing the treatment and helping patients overcome their fears by using various coping strategies. There is **no charge** for this service.

*"My old teeth were given a face lift and a new lease of life and I couldn't be more pleased. Mrs Johnson is a very **kind, gentle and excellent dentist**. I cannot thank her enough for all the help and care she has given me."*

*Mrs JH (Barton on Sea, 23rd June 2015)*

By talking about your concerns and worries it is possible to make your future visits more pleasant. **Your well-being is important to us** and we will be able to work alongside you to

overcome your fears. For some people sedation may be necessary and we will discuss this with you if required.

*"I was **very nervous** as I had not been back for a number of years. Janine and Carly immediately **put me at ease** with their kindness and understanding. I could not have wished for a better experience. Everyone inspired me with confidence. I cannot praise you all enough. Thank you. Mr AR (Highcliffe 24 April 2017)*

We have transformed the oral health of dozens of patients who have been unable to see a dentist, all of them will admit that they are now much more comfortable coming to the dentist than they were prior to their first visit to see us. Some have even said that coming to the dentist no longer bothers them now that they have trust in the service we provide.

### **Nervous & Anxious Patient Accreditation**

This accreditation is gained annually by demonstrating the highest levels of care to nervous patients.

*"I just wanted to write this to say how grateful I am for all the support I received coming into the Hoburne Surgery for the 1st time in a long time last week. It has taken too long for me to take the step to get some help and I am very happy that I came to your surgery.*

*Thank you to Sharon for being welcoming and allowing me to reflect my concerns and fears and showing me around the surgery, and supporting me throughout my visit it was really appreciated. Thank you to the dentist for actually taking the time to understand my fears and asking me before you did anything, that really meant a lot to me and made my whole visit much more relaxed than I thought it would be. I felt like you actually listened to me which is what I really needed a dentist to do.*

*Also thank you to the receptionists and dental nurses on the day, you were very warm and all smiles which made me feel at ease. The whole experience felt so friendly and to be honest it didn't feel like a dental surgery at all (Which is a good thing), even the waiting room was comfortable and relaxed and didn't make me nervous.*

*So just to say I feel really grateful that you made me feel normal and made my visit so easy.*

*Thank you." Mr LW, Bournemouth, 10 January 2016*

For patients who are **very anxious** we are able to offer sedation. Sedation can be used to put you in a relaxed, dream-like state of mind and is only carried out by a fully qualified, General Medical Council registered Anaesthetist.