

BRIDGE END DENTAL PRACTICE

PRACTICE INFORMATION LEAFLET

Dental Surgeons

Dr. Michael A Horton BDS (M/cr) 1986, MFGDP (UK) 1994	GDC 61301 M
Dr. Stephanie Hamilton BDS (Lpool) 1998	GDC 74929 F
Dr. Gustavo Dos Santos LMD Portugal 2007	GDC 200937 M

Practice Manager.

Mrs Rachael Ryan

6 Bridge End Mews Caergwrle Flintshire LL12 9AY_01978 762030 (www.smilemore.co.uk)

If you are a new patient, we would like to take this opportunity to welcome you to the practice. If you wish to see a specific Dentist please let us know at reception.

Our practice philosophy is to promote dental health at all times. We recommend regular dental check ups to ensure you maintain the best possible standard of oral health. Even patients with very few or no natural teeth are advised to have regular screening to ensure their mouths are in a healthy condition. When we examine patients, we check to ensure that all parts of their mouths are healthy.

The practice was established in 1986 and has expanded over the years. Our staff consists of three dental surgeons, 4 dental nurses and a receptionist/practice manager.

Services Available.

We continue to accept all patients for treatment under the NHS. We have contracted with the Local Health Board to provide NHS services under a personal dental services agreement. Betsi Cadwaladr Local Health Board can be contacted at: **Preswylfa, Hendy Road, Mold. Flintshire CH7 1PZ (01352) 803434**

We can also provide treatment independently if you so wish. Sometimes it is possible to provide you with a choice of treatments for you to consider at different costs. In addition to the full range of treatments available under the NHS, we can also offer a wide range of "cosmetic dentistry". Your dentist, or any member of staff, will be pleased to help you decide on what is best for you. The cost of a private examination and report is £65.

Whichever way you decide to receive treatment, we will provide you with a written treatment plan and estimate to ensure that you are kept fully informed about the treatment you are receiving and any costs. We recognise that patients can be very anxious about the cost of their treatment. You will be provided with an estimate of the cost of your proposed treatment as soon as your treatment plan has been finalised and we will always try to ensure that we can provide good quality treatment to suit your budget.

Paying for treatment.

Under the NHS, many patients qualify for free dental treatment. This exemption applies to all types of treatment available under the NHS and it is helpful for exempt patients to provide proof of the reason for their exemption. We aim to provide the same high quality care to all patients, both under the NHS and privately.

The people who have automatic exemption (i.e. receive free treatment) are –

All patients under 18 years of age.

All patients in full-time education up to 19 years of age.

Patients claiming Income Support, Tax Credits.

Claiming Job Seekers Allowance.

Women who are pregnant or have a child under 1 year old.

If you qualify for free dental treatment, it is helpful if you can provide us with proof of exemption, although failure to do so will not preclude you from having treatment.

Patients under 25 or over 60 years of age who only require an examination will receive this free under the NHS.

If you do not fall into one of these categories, you may still be able to get free treatment or some help with dental charges. This is usually the case with people on low incomes, students, etc. To find out if you qualify for help, you need to complete and submit form HC1 which is available at reception. Details of the NHS charge bands are available. For those who have to pay charges, payment is required before completion of treatment. There are a number of ways to pay, including the usual debit and credit cards.

Access For Less Able Patients.

For those patients with mobility problems we have limited wheel chair access for treatment to be provided. Toilet facilities are available on the ground floor. We are usually able to provide a full range of treatment with the facilities available. In the unlikely event that we cannot provide any item of treatment, we will make arrangements for it to be carried out elsewhere.

We can also provide patient leaflets in large print for those who require them.

Worried about having treatment?

Many patients have deep seated anxieties when it comes to having dental treatment. We understand this and can reassure you that you can discuss your fears with us so that we can treat you as sympathetically as possible. Our wish is to help you gain confidence so that you are able to accept treatment in a calm and relaxed way.

If there is any aspect of your dental health or appearance that you are concerned about, please feel free to discuss the matter with your dentist.

There are many new developments in modern dentistry that can help improve the function and appearance of your teeth. Despite exaggerated reports in the media, these are often relatively simple and inexpensive to perform.

Surgery Hours.

The normal practice hours are 9.00am to 5.30pm Monday to Thursday and until 4.30pm on Fridays. We close for lunch between 12.30pm and 1.30pm. The practice closes for public holidays.

Dental Emergencies (Outside surgery hours).

Outside normal surgery hours a service operates, Monday to Friday from 6.00 pm until 8.00am the following morning. The service is also available 24 hours on weekends and public holidays. In order to access the service, telephone the surgery and an answer phone message will give you the telephone number to contact.

Dental Emergencies (During surgery hours).

If you need an emergency appointment during surgery hours, contact us as soon as possible, advise the receptionist that you require an emergency appointment and she will do everything possible to ensure you receive prompt attention. The earlier you contact us, the easier it will be for us to arrange an appointment. Leaving it until late in the day can make it difficult to fit you in as this is often the busiest time in the practice.

Appointments and Recalls.

In order to help you to remember your regular visits, we will send you a reminder when your routine examination is due. The length of time between your recall visits will be based on your particular needs. Please remember, this is only a courtesy service and it is ultimately your responsibility to ensure you attend regularly.

If you are unable to keep an appointment, you need to let us know as soon as possible. The practice is very busy and someone else may well appreciate having the appointment that was allocated to you.

Failure to keep appointments and late cancellations could affect your access to NHS dental care.

Protecting You and the Dental Team.

As a caring practice we take all necessary steps to safeguard both patients and staff against contamination from any types of disease. All instruments are cleaned and sterilised to the recommended standards and we use many disposable single use items. Physical or verbal abuse of patients or staff is not tolerated and will result in removal from the premises and may involve the police services.

Keeping Up To Date With New Developments and Techniques.

We believe that staff at all levels, once qualified, should continue to update their knowledge and keep in touch with modern developments.

All staff attend a wide range of Postgraduate courses and take part in other educational activities designed to broaden their knowledge and keep up to date with modern trends. We also have regular staff meetings and in house training.

Nurses are actively encouraged to obtain their national diplomas and keep up with modern developments.

Further information.

If you have any queries or concerns about the practice or your needs, such as the cost of your treatment and under what arrangements it is being provided, please ask. You can contact Mrs. R.Ryan via the practice, who will be pleased to discuss your concerns, the practice operates a complaints procedure where necessary.

Any information the practice holds about patients is treated with strict confidentiality. Staff are reminded about the need to refrain from disclosing any information to third parties. Any patient may request copies of their records subject to a nominal charge for providing the service. Mrs. R.Ryan will also be able to help you in such matters. If there is anything you want to discuss in private, please ask and we will ensure this happens.

Useful Phone Numbers:

NHS Direct:

08454647

www.nhsdirect.wales.nhs.uk

Betsi Cadwaladr Health Board:

(01352) 803434

www.bcuwales.nhs.uk