

**Dental Service Summary**

**Practice opening Hours**

Monday - 8.30am till 6pm

Tuesday - 8.30am till 6pm

Wednesday - 8.30am till 6pm

Thursday - 8.30am till 6pm

Friday - 8.30am till 4pm

**Consultations are by appointment**

**The Team**

All clinical staff are GDC registered apart from those in training:

**Dental Surgeons:**

Siobhan Caswell BDS GDC reg:227482

Jennifer Scott-Smith BDS GDC reg:83353

**Dental Hygienist/Therapist:**

Sally Simpson GDC reg:5134

Kate Hine GDC reg: 260757

**Aesthetic Clinician**

Emma Hammill GDC Reg: 128667

**Dental Manager:**

Emma Hammill

**Our Aims**

To provide a happy relaxed atmosphere in which health promotion and a team-based way of working allow us to provide our patients with excellent Oral Health.

**Health Questionnaire**

We will ask you to complete a health questionnaire when you arrive for your appointment. This enables the dental team to be aware of any medical issues that could affect your treatment. If you think your medical situation may have changed or if you feel there is something we need to know, make sure to let us know.

After an initial chat about your health, we will ask you to outline any concerns you have about your oral health. From here we will examine your mouth and make an initial report on what we see. We may need to examine your mouth or habits further - we can take X-rays to see inside your teeth - or refer you to an oral health educator to allow you to see how the environment you create in your mouth effects its health.

**The Plan**

At the practice we have a highly trained team who can carry out most treatments in a caring modern environment or refer you to a specialist if your problems need special attention. We will also need to give you the best advice to avoid problems in the future. You may have health issues related to the mouth but which also affect your general health - we will refer you to any other services you need (for example Stop Smoking clinics). Once you have consented to a plan you feel happy with, we will organise your treatment. It's important you attend all sessions.

**Where do we go from Here?**

With the treatment cycle complete your progress will help us to decide when we need to see you again. This can vary according to how healthy you keep your teeth. You will be advised when you need to come back for another check-up appointment.

**We need you to attend** – Non-attendance (including Late cancellation)

If you do not attend your appointment or cancel on the day of the appointment and we reserve the right to forfeit the appointment or place a charge as follows:

* Pay as you go private appointments– loose the deposit paid
* Treatment appointment – loose the deposit paid
* Practice plan Examinations or Hygiene Appointment – Forfeit the appointment or a Charge of £20.00 to re book the appointment

Practice plan patients will be given one chance on appointments where the practice will over-look one appointment but will forfeit appointments if missed for the second time, this will be over a 12-month period.

If for any reason a deposit has not been paid, this charge will be credited to your account with us. Settlement of this charge will be required before treatment can continue

For new patient who do not attend their first appointment no further appointments will be given.

Advise the practice of any changes to their contact details (address, telephone numbers etc) to help us keep our records up to date and ensure that we can contact them

**How to Contact Us**

The best way to contact us is by phone or email– reception in the practice is reserved for the patients we are treating that day and as such is too busy to cope with ad hoc requests – please be patient or leave a message and we will call you back.

 **Tel: 01663 736301**

 **Email: info@goytvalleydental.co.uk**

 **Some FAQ’s**

**How much will it Cost**

Goyt Valley dental Practice work under either a Membership plan or private Pay as you go. We have Pricing leaflets and price lists available at the practice and on our website. **www.goytvalleydental.co.uk**

Payments can be made by cash or credit /debit card payments. You will be required to pay in full for your dental examination on the day of your visit and pay for any treatment in full at your treatment appointment.

A deposit for any treatment planned will be required prior to the treatment – this is usually 50% of the total expected cost. If you fail to attend treatment appointments without giving us adequate notice (24 hours' notice is considered appropriate), this deposit will NOT be refunded.

**Practice Plan Payments and treatments**

If patients cancel their practice plan and the amount taken is less than treatment received, the difference will be debited to your account. Settlement will be required before further appointments are booked.

Deposits will be taken for all Private pay as you go appointments and for treatment appointments

**How do I Register?**

Unlike your doctor you do not “register” with a Dentist anymore.

However, being a patient of the practice will to all intents and purposes feel like being a valued member of a dental practice and your care will not suffer because we don’t use the word “register” – you will receive regular check-ups decided by your clinician according to your level of need and we will make our best efforts in working hours to see our patients in urgent need of care.

**Can I have any Treatment I want?**

As a Private Practice treatment can be carried out as cosmetic as well as clinically necessary. We will always have a full consultation and discuss treatment lengths and costing before you make an informed decision on your dental Care

**Access to our Dental Services**

The Dental Practice is located on the first floor and can accessed via the lift. The Practice is compliant with disabled access.

**Feedback, Comments or Complaints**

Your feedback on our staff and services is very important to us.

There are several ways you do this.

1. Complete a Friends and Family feedback form.
2. Review us on google reviews
3. If you have a comment or complaint you would like to report to us, in the first instance, you should speak to one of the reception supervisors.
4. If you would like to make a formal complaint, please send this in writing to The Dental Manager, Mrs E Hammill.

**Urgent care (emergency appointments)**

**Monday to Friday**

‘On The Day’ emergency appointments can be accessed by ringing Goyt Valley Dental Practice, first thing in the morning (from 8.30am but before 9.15am to ensure same day appointments)

**Urgent care (emergency appointments)**

**Weekends & Bank holidays**

When the Dental surgery is closed ‘Emergency Dental Care can be accessed by telephoning the out-of-hour’s service on:

**Dial - 111**