

A LIST OF OUR DENTAL SERVICES

- + Conscious Sedation
- + Dental Implants
- + General Dentistry
- + Mouthguards
- + Oral Surgery
- + Root Canal Treatment
- + Veneers
- + Crowns
- + Dentures
- + Hygienist
- + Oral Cancer Screening
- + Orthodontics Adult and Child
- + Tooth Whitening

PRODUCTS AVAILABLE FROM RECEPTION

We offer a range of products for your dental needs.

- + Dental floss/tape
- + Interdental sticks
- + Toothbrushes
- + Mouthwash

Remember to buy your products when you next have an appointment. Ask your Dentist or Hygienist which products are best for you.

YOUR EXPERIENCE WITH US

We aim to make your experience at the practice as professional and welcoming as possible. If you feel we have achieved this at your visit, we'd welcome a positive review:

- Facebook - like our page and leave a review
[facebook.com/passagehousedental](https://www.facebook.com/passagehousedental)
- Google review
- NHS Choices website
- Friends and Family Questionnaire - from our reception

If you feel otherwise, we would recommend that you contact our principle dentist Dr Brad Hall via email:

brad@passagehousedental.co.uk or phone him on **0117 950 3141**. This ensures patient confidentiality, and enables us to find a resolution. We seek to improve, and would value your comments so that we can learn from them.

If you feel that you are still not happy after Dr Brad Hall has responded to your comments, there are further avenues for you to take. These are detailed in our complaints procedure on our website or ask for a copy from reception.

SURGERY HOURS

Monday	8.30am	–	5.30pm
Tuesday	8.30am	–	6.30pm
Wednesday	8.30am	–	5.00pm
Thursday	8.00am	–	5.30pm
Friday	8.00am	–	4.00pm



BUS ROUTES

Our Practice is on a bus route. Please contact local operators for up to date information.

PARKING

There is parking in front of the practice and also a lay-by just past the practice. Please note the parking restrictions on the lay-by.

BDA Good Practice
Member

We are an independent Dental Practice, providing the very best in dental care.



Passage House Dental Care

modern dentistry for all

Information about
our Dental Services



www.passagehousedental.co.uk

Tel: 0117 950 3141

Email: info@passagehousedental.co.uk

WELCOME TO PASSAGE HOUSE DENTAL CARE

This leaflet gives you an outline of our Dental Services. If you have any further questions, please don't hesitate to ask one of the team.

MEET THE DENTAL TEAM

Our team of dentists:

Dr Brad Hall, BDS (1998) DPDS MSc (Dental Implantology)

GDC: 74310

Dr Alexandra McCullagh, BDS (2000) MFDS RCS (Ed)

GDC: 77682

Dr Adam Gardiner, BDS (2004) DPDS GDC: 83691

Dr Sol Jin, BDS (2015) GDC: 259009

Dr Simon Madigan, BDS (2006) GDC: 106188

Dr Fiona Welborn, BDS (2010) MFDS GDC: 191786

Our Consultant Orthodontist:

Dr Amelia Jerreat, BDS (1997) MFDS MSc (Orth)

MOrth FOrth GDC: 73307

Our receptionists and trained nurses are a major part of our friendly team and are there to make your care the best possible so you always leave us with a smile!

APPOINTMENTS

You can make an appointment by email or phone. Please be aware that our phone lines are extremely busy so if you are in a rush and have access to a computer, email is quicker. Email us on: info@passagehousedental.co.uk or call **0117 950 3141**.

CANCELLATIONS

If you are unable to keep your appointment, please let us know as soon as possible. If you miss two consecutive NHS appointments whilst giving less than 24 hours' notice each time, we may not be able to complete your treatment or offer you NHS care in the future.

If you miss/forget, or give less than 24 hours' notice for a private dental appointment (including Hygiene) for whatever reason you will incur a fee:

Private Dental Appointment: £20 per 30 mins

Hygienists: £10 per 20 mins

URGENT TREATMENT AND OUT OF HOURS CARE

Urgent treatment means that which the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment. During surgery hours please telephone the practice and every effort will be made to see you as soon as possible. Should you have a dental emergency outside of the surgery hours please call the **NHS on 111**.

Alternatively, you can contact the **private out of hours service on 07770 941848**, please be aware that this service does not provide NHS treatment – you will have to pay a call out fee and a treatment fee if treatment is undertaken.

YOUR DENTAL RECORDS

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy and data security policy in-line with GDPR regulations.

PATIENT RESPONSIBILITIES

You should provide us with as much notice as possible if you have to change or cancel an appointment.

- Please ensure that your contact details are up to date.
- Please inform us of any change in your medical history and medications you may take.
- Always follow your dentists' advice to help prevent tooth decay and gum disease and ask about your oral health and how often you need to come to the dentist.
- Please ask your dentist for information on your treatment options and how much it will cost, and request a written treatment plan if you would like one.
- You should pay your bill promptly or bring proof of entitlement when claiming help with NHS treatment. It is your responsibility to ensure your records are correct before claiming for care.
- Please treat our staff with courtesy and respect. We can refuse to treat patients who are verbally abusive, violent, fail to pay or refuse to co-operate during treatment.

Services Available

NHS DENTAL CARE

We have agreed with NHS England to provide NHS services. The contract holders are Dr Tony Vallance, Dr Jacqui Vallance and Dr Brad Hall. NHS Dental Treatment includes treatment necessary to secure and maintain your oral health.

FAMILY DENTAL CARE

We pride ourselves in looking after all your family's dental care needs. We are happy to see children of all ages and prefer to start their dental care at a young age, to set them up with a healthy smile.

PAY AS YOU GO PRIVATE DENTAL CARE

To give patients a choice, we also provide private dental care ranging from check ups to oral surgery such as Dental Implants.

Remember, if you are patient on our NHS list, you can still opt to have any treatment done privately by us and still remain as NHS for other dental care.

PRACTICE MEMBERSHIP PLAN

Our Membership Plan encourages regular attendance, enabling us to spot problems before they arise and results in helping you maintain healthy teeth and gums for life. You also receive great savings on various treatments when you are a member.

Ask at reception for more details.

REFERRALS

We are happy to treat patients from other practices who would like to use our services for any of our treatments such as Dental Implants, Sedation, and Orthodontics. Either call our reception to book a consultation or ask your dentist to refer you.

SPECIAL SERVICES AND SPECIAL INTERESTS

We have a Specialist Orthodontist, Dr Amelia Jerreat, available for child and adult treatments. Dr Brad Hall has a special interest in Dental Implants and is trained to the highest standards in this field of dentistry. Dr Adam Gardiner has a special interest in Conscious Sedation.