

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. The information in this leaflet is correct as of September 2023, please visit our website pages for up to date information.

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 Zoe Constantine, BDS (2022) GDC: 302114

Dr Olivia Phelps, BDS (2017) GDC: 271476

Dr Annie Keward, BDS (2017) GDC: 271515

Dr Anastasija Bates, BDS (2019) GDC: 284018

Dr Ben Cross, BDS (2012) GDC: 80759 (Specialist Orthodontist)

Mercedez Francis, BSc Hyg/Therapy (2018), GDC: 278431

Ellie Tomkins, BSc Hyg/Therapy (2023), GDC: 235682

Our receptionists and 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. Email us on: info@passagehousedental.co.uk or call **0117 950 3141**

CANCELLATIONS / MISSED APPOINTMENTS

If you are unable to keep your appointment, please let us know as soon as possible. If you miss/provide late cancellation (less than 24 hours) two NHS appointments, 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/48 hours for hygiene appointments for whatever reason, your booking fee/deposit cannot be refunded or transferred to another date/time.

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 (we advise you to call as soon as we open) 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 111**.

Alternatively, you can contact the **private out of hours service on 07770 941848**. This service does not provide NHS treatment – you will have to pay a call out fee plus treatment fee if treatment. It may not be your usual practice/ dentist that provides the appointment.

PATIENT RESPONSIBILITIES

Please:

- ensure that your contact details and medical history is up to date
- it's your responsibility to rebook appointments. If over two years you may have to go on a waiting list when it's open
- ensure you don't miss appointments. If you miss/cancel two appointments with less than 24 hours notice we will not be able to offer you another one
- follow your dentists' advice, ask about your oral health and for treatment options including cost and a written treatment plan if needed
- 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
- 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 before, during or after 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

We provide private dental care ranging from check-ups to Dental Implants. Remember, if you are a 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.

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, and Orthodontics. Simply call our reception.

SPECIAL SERVICES AND SPECIAL INTERESTS

Dr Brad Hall has a special interest in Dental Implants along with great experience. Dr Ben Cross is our specialist orthodontist for children and adults. Dr Adam Gardiner has a special interest in Comprehensive Periodontal Treatments.

YOUR DENTAL RECORDS

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