A LIST OF OUR DENTAL SERVICES

+ Dental Implants
+ General Dentistry
+ Root Canal Treatment
+ Veneers
+ Crowns
+ Dentures
+ Oral Cancer Screening
+ Orthodontics Adult and Child
+ Comprehensive Periodontal Treatments
+ Mouthguards
+ Invisalign
+ Teeth Whitening
+ Hygienist
+ Digital Scanning
+ CBCT x-ray

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**
- Google review
- NHS Choices website
- Friends and Family Questionnaire - from our reception

If you feel otherwise, we would recommend that you contact the Practice Manager, Jo Hall, via email: **info@passagehousedental.co.uk** or phone **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.

Our complaints procedure on our website and in reception explains further avenues.

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

SURGERY HOURS

Monday	8.30am	–	5.20pm
Tuesday	8.30am	–	6.20pm
Wednesday	8.30am	–	4.50pm
Thursday	8.00am	–	5.20pm
Friday	8.00am	–	3.50pm



227 Passage Road, Henbury, Bristol, BS10 7DL
Tel: 0117 950 3141
Email: info@passagehousedental.co.uk
Website: www.passagehousedental.co.uk

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 for two cars, a lay-by before the practice and various places throughout Henbury. Please leave enough time before your appointment to park and get to the practice.

0% PATIENT FINANCE

If you need to spread the cost of your treatment consider our 0% Patient Finance Scheme. Just look on our website under 'Fees' and a link will take you to all the information you need.

Passage House Dental Care

modern dentistry for all

Information about our Dental Services

Dental Services leaflet revised: November 2026



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. The information in this leaflet is correct as of October 2025, 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 Philippa Harris, BDS (2018) *GDC: 277450*
Dr Olivia Phelps, BDS (2017) *GDC: 271476*
Dr Annabel Lee, BDS (2024) *GDC: 317964*
Dr Gabriella Robson, BDS (2025) *GDC: 328185*
Dr Janet Wewe, BDS (2023) *GDC: 310409*
Dr Ben Cross, BDS (2012) *GDC: 80759 (Specialist Orthodontist)*
Mercedez Francis, BSc Hyg/Therapy (2018), *GDC: 278431*

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 including hygiene appointments for whatever reason, your deposit cannot be refunded or transferred to another date/time and if there isn't a deposit you will be charged a missed appointment fee (£1.50 per minute of the time booked).

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 **24/7 Dentist 03301 759 995.** This service does not provide NHS treatment – you will have to pay a call out plus treatment fee. This will not be an appointment at Passage House Dental Care but it is a dental service that operates out of hours for those that need it.

PATIENT RESPONSIBILITIES

1. **Please** ensure that your contact details and medical history is up to date.
2. It's your responsibility to rebook appointments. If over two years you may have to go on a waiting list.
3. Please 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.
4. Please follow your dentists' advice, ask about your oral health and for treatment options including cost and written treatment plan if needed.
5. Please 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.
6. Always 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 Jasmin Thoria (Registered Manager GDC No: 180520) and Kuldipsinh Gohil, 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.