

**WELCOME TO SIDCUP DENTAL SURGERY:** We are a well-established family practice and proud of the service that we provide to our patients. This leaflet introduces you to our practice.

This is a mixed practice providing Independent private care and NHS services. We offer treatment to all of our child patients under the NHS.

Cliff Wetton, the practice principal and owner, sees patients predominantly on a private basis. Details of the current private fees are available on our website.

We have a limited NHS budget for adult patients and these are predominantly seen by Farzana Islam, Kavita Thamman or Nunya Agbenyegah. NHS fees are available from our website or from reception. If you are new to the practice or if you are an existing patient, we operate an open practice policy so where possible, patients are able to choose which dentists they wish to see.

#### OUR DENTAL TEAM:

##### DENTISTS:

Dr Cliff Wetton  
Dr Farzana Islam  
Dr Kavita Thamman  
Dr Nunya Agbenyegah

##### HYGIENISTS:

Mrs Karen Wallder  
Mrs Terrie Seppings

##### PRACTICE MANAGER:

Mrs Alison Wetton

##### SENIOR DENTAL NURSE:

Mrs Sharon Whiting

##### DENTAL NURSES:

Mrs Claire Connolly  
Miss Grace Gartshore-Noble  
Mrs Louise Thorley

##### TRAINEE DENTAL NURSE

Miss Amy Marchant

##### RECEPTIONISTS:

Mrs Carole McNeice  
Miss Jacquie Taylor

#### OPENING HOURS:

Monday	9.00am - 7.00pm
Tuesday	8.00am - 6.00pm
Wednesday	8.30am - 6.00pm
Thursday	8.30am - 7.00pm
Friday	8.00am - 5.00pm

**DISABLED FACILITIES:** As a practice we comply with the Disability Discrimination Act wherever possible, within the limits of the building. One of our surgeries is accessible to wheelchairs via a ramp. If you or a dependant needs to be seen in this surgery, please inform the reception staff when you make the appointment. If you are a patient that has difficulty with stairs, please tell the receptionists so they can arrange for your appointment to be in one of our downstairs surgeries. We have no disabled toilet.

**DENTAL CARE & TREATMENT AT THE SURGERY:** We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

We offer a full range of preventive and cosmetic dentistry. Each surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist, if this is appropriate, for example orthodontic treatment, complex root fillings and implants.

Prevention is our main target and many of our patients have regular appointments with the practice hygienists. Children are encouraged to learn how to care for their teeth through diet and oral hygiene.

**EMERGENCY CARE:** Should you have a dental emergency outside the normal practice hours, please telephone 111 which will put you in contact with the local emergency clinic operated by the NHS. You will not see your usual dentist but they will aim to deal with the immediate problem. During practice hours, we endeavour to see any patient who has a dental emergency.

**MISSED APPOINTMENTS:** If you are not able to keep your appointment please give us at least 24 hours notice. If less than 24 hours notice is given, a charge may be made for a missed private appointment.

Under the NHS, patients cannot be charged for missing an NHS appointment, but if a patient cancels an appointment at short notice or Fails To Attend (FTA) on more than two occasions in three years, the patient might be refused further care under the NHS at our practice. Please see our FTA policy available on our website or from reception.

**PAYMENT POLICY:** It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken. A list and explanation of NHS charges is displayed at reception and can also be provided to you by your dentist.

If you wish, a written estimate and treatment plan can be provided for all dental treatment. We offer patients a range of payment options, depending on their needs. You may pay for your dental care by cheque, cash, or credit/debit card. Our normal policy is that patients are asked to pay a deposit prior to the commencement of treatment and in instalments throughout the course of the treatment.

**PATIENT CONFIDENTIALITY:** Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of our practice Confidentiality Policy, you can either download this from our website or contact the reception staff.

The practice complies with the 1998 Data Protection Act and our Data Protection Code of Practice for Patients Policy, describes our procedures for ensuring that personal information about patients is processed fairly and lawfully. A copy of this can be found on our website, or you can obtain a copy from the surgery. Just ask at reception and the staff will be happy to help.

**COMMENTS ABOUT OUR SERVICE:** We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know what your concerns are, so that we can rectify the cause for dissatisfaction and improve our service. You can request a copy of the practice Complaints Procedure or write to Cliff Wetton who will explain the procedure in detail and deal with any concerns you might have. If you would like any further information about care at the practice please contact us. We are here to help.