

THE PRACTICE INFORMATION LEAFLET



Introduction

Thank you for choosing St George's Dental Practice for your dental care.

We provide the full range of NHS treatment (including orthodontics for children) to NHS patients (including exempt patients). We also provide a range of private treatment, including cosmetic dentistry to improve your smile.

We hold a contract with the NHS for dental services, we are currently part of the Dental Prototype Programme which is a pilot scheme that focuses on disease prevention; supporting patients on a care pathway to secure improved oral health whilst ensuring that access to dental health services for the population served is maintained or improved.

The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

Should you have any further questions, please speak to Michelle Brisco our Practice Manager on 01257 262545 or info@230.dental

If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you.

Meet the Team

PRACTICE PARTNERS

Dr T W Dadswell BDS Manc 1985
GDC NO 60484 Since 16/12/1985
(Special Interest: Implantology and Orthodontics)
NHS Orthodontic Contract Holder

Dr Y M Camus BDS PG.Cert Manc 1989
GDC NO 64398 Since 06/07/1989
(Special Interest: Implantology)
NHS Contract Holder

ASSOCIATES

Dr Lorna Jane Fowler BDS Dund 1986
GDC NO 61979 Since 13/01/1987
Dr Sarah Burgess BChD Leeds 1997
GDC NO 73228 Since 07/07/1997



St. George's
Dental Practice

Dr Sofia Orfanido DipDS Athens 2010

GDC NO 220072 Since 22/12/2011

Dr Vasil Zoi BDS Lpool 2015

GDC NO 257796 Since 22/06/2015

Dr Kate Oakden BDS UCLan 2015

GDC NO 257870 Since 24/06/2015

SPECIALISTS

Dr Nicole Fender BDS, Wales 1993 MSc (Endodontics)

GDC NO 68536 Since 04/01/1993

ORTHODONTIST

Dr Jaime Alves LMD OPORTO 1990

GDC NO 244654 Since 15/07/2013

HYGIENE/THERAPISTS

Mrs Lorraine Lahera Dip Dent Hygiene/Dip Dent Therapy Lpool 2007

GDC NO 106140 Since 04/01/07

Miss Kate Jayne Barrow Diploma in Dental Hygiene and Therapy RCS Eng 2014, NVQ L3 Oral Health Care, Dental Nursing & Indp Asses City & Guilds 2003

GDC NO 202404 Since 21/09/2007

Miss Carrie Dolan Diploma in Dental Hygiene and Therapy Lpool 2015

Qual- National Certificate NEBDN 2010

GDC NO 198023 Since 22/09/2010

MANAGEMENT (GDC Registered)

Mrs Michelle Brisco RDN Qual- National Certificate NEBDSA 1994 – Practice Manager

GDC NO 119336 Since 15/10/2007

Mrs Katy Gallery RDN – Verified competency in Dental Nursing Assistant Practice Manager

GDC NO 117302 Since 19/09/2007

Mrs Alex Parry RDN – Verified competency in Dental Nursing - Assistant Practice Manager

GDC NO 117289 Since 19/09/2007

NURSING TEAM

SENIOR DENTAL NURSE (Registered)

Miss Jodie Quinn Verified competency in Dental Nursing



St. George's
Dental Practice

GDC NO 117304 Since 19/09/07

REGISTERED DENTAL NURSES

Mrs Susan Driver Qual- Cert in Dental Surgery Assisting NEBDN 1984

GDC NO 109509 Since 13/04/2007

Miss Nicole Henderson Diploma in Dental Nursing Level 3 QCF City & Guilds 2015

GDC NO 260946 Since 20/10/2015

Miss Victoria Hart Diploma in Dental Nursing Level 3 QCF City & Guilds 2013

GDC No 246277 Since 20/09/2013

Miss Leah Doherty Diploma in Dental Nursing Level 3 QCF City & Guilds 2016

GDC NO 267778 Since 21/11/2016

Miss Kelly Bradley Diploma in Dental Nursing Level 3 QCF City & Guilds 2013

GDC NO 246244 Since 18/09/2013

Miss Jennifer Shepherd Diploma in Dental Nursing Level 3 QCF City & Guilds 2014

GDC NO 252694 Since 8/08/2014

Miss Jodie Calderbank Diploma in Dental Nursing Level 3 QCF City & Guilds 2014

GDC NO 249324 Since 18/03/2014

Miss Katie Midgley Diploma in Dental Nursing Level 3 QCF City & Guilds 2017

GDC NO 271661 Since 17/07/2017

Mrs Hayley Williams Diploma in Dental Nursing Level 3 QCF City & Guilds 2017

GDC NO 274767 Since 12/12/17

Miss Harriet Foster Diploma in Dental Nursing Level 3 QCF City & Guilds 2015

GDC NO 260772 08/10/15

Miss Katie Frankland Diploma in Dental Nursing Level 3 QCF City & Guilds 2018

GDC NO 276362 Since 17/04/18

TRAINEE DENTAL NURSES

Miss Scarlett Lindley Mr Matthew Scargill Miss Heather Marrow

Miss Anne Newsham Miss Holly Marsden

RECEPTION TEAM

SENIOR RECEPTIONIST Mrs Helen King

RECEPTIONISTS Miss Leah Prescott Miss Katie Carter



St. George's
Dental Practice

Opening hours

We are open during the following times:

Monday	8:15am – 6pm
Tuesday	8:15am – 5pm
Wednesday	8:15am – 5pm
Thursday	9am – 5pm
Friday	8:15am – 5pm
Saturday	Closed
Sunday	Closed

Services provided

NHS care is available to all including NHS fee-exempt adults and children – details of specific NHS treatments are appended.

Private dental care and private dental plans are available. All our dentists can offer treatment privately and a number of dentists are registered with Practice Plan and Denplan – which are our preferred private dental plan providers – further information can be provided by the Reception Team.

We have dentists who are able to speak different languages (other than English), should a translator be required we can make arrangements for this.

We offer additional treatments at the Practice, such as cosmetic dentistry, implantology, IV sedation, orthodontics, endodontics, details are available from Reception upon request. Should you require a service that we are unable to provide at the Practice then we would make arrangements to refer your care to another specialist provider.

Complaints procedure

We aim to make your experience at the Practice as pleasant as possible. However, should you have any complaints please contact the Reception Team, who can either discuss and resolve your complaint with you, or provide you with a Complaints Form. Alternatively, please contact the Practice Manager. Complaint forms, along with associated policy can be found in both waiting areas.

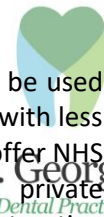
Patient confidentiality

We take patient confidentiality extremely seriously at the Practice and all personal information is treated in the strictest confidence. Only members of Practice personnel have access to patient information and we follow strict Information Governance guidelines.

Other information

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know, when you book your next appointment if you have any preferences or special requirements.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.



Missed appointments are very inconvenient; it is a waste of time and resources which can be used for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or fail to attend two appointments, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account. Missed private appointments may incur additional fees, this will be arranged at the discretion of the treating Dentist.

We endeavour to see all patients and our Practice has been designed to enable patients with disabilities to access care. If you have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put in place suitable arrangements to accommodate your needs.

Patients who are violent or abusive to Practice personnel, to other patients or anyone else on the practice premises will be refused treatment and, if appropriate, reported to the appropriate authorities.

We accept cash and all major credit and debit cards as methods of payment at the Practice. A price list is displayed at reception and on our website, this includes both our NHS services and Private Treatments. We can offer payment options and we will discuss and agree deposits or advance payments if required.

Our treatment areas can be accessed by patients using wheelchairs and other walking aids. If you do have any disability that you think we need to know about, please inform us before your appointment to allow us to put suitable arrangements in place to accommodate your needs.

As a 'Breastfeeding Friendly' site we will support any patient who wishes to breastfeed their baby whilst at the Practice. If they prefer not to feed in the public areas of the Practice (waiting rooms) they will be provided with somewhere private to feed – this can be arranged by speaking to a member of the Reception Team.

In the event of a patient needing emergency treatment outside normal working hours we ask that they contact NHS 111 for advice and support. This service is provided by NHS England, which is responsible for commissioning dental services in this area.

Details of who has access to patient information and the patient's rights in relation to disclosure of such information can be found in the General Data Protection guidance for patients poster, further details are available in the privacy notice, a copy can be obtained from Reception.

Our dentists are not currently involved with any teaching of undergraduates or postgraduate, we do however allow students to visit the Practice as part of their work experience, this is only to observe. The Practice is owned by Partners Dr Yves Camus and Dr Tony Dadswell, the Practice is not a limited company.

NHS England (North) is responsible for commissioning dental services in this area, and provides an NHS Customer Care Team, their contact details are listed below;

NHS England North Lancashire offices
Preston Business Centre
Watling Street Road
Fulwood
Preston

Lancashire
PR2 8DY
Tel: 01772 420150
<https://www.england.nhs.uk/north>



Alternatively, check the NHS Choices website www.nhs.uk

Our CQC registration details can be obtained from the CQC Service Centre;

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
<https://www.cqc.org.uk>

First visits

If you wish to book an initial consultation for private treatment or a new patient exam for an NHS or Private dental check-up you can contact the Reception Team, call in to the Practice or telephone us on 01257 262545. Alternatively you can complete a contact form on our website and a member of the Dental Team will contact you.

We will require a full medical history, details of your GP and current medications, this information will be collected from you via the Medical History Form provided by the Practice, this will allow us to safely provide you with care and treatment.

On arrival at the Practice you will check-in at Reception. The Receptionist will welcome you and provide you with the forms we require you to complete. You'll be shown where to wait and where to go when you are called to the surgery.

The treating clinician providing your treatment will be able to assist you with all aspects of your care and will be happy to answer any question you may have.

You'll be recalled by the Practice for appointments as required - we would notify you by email, text, if you are happy to provide us with these contact details, or letter when your routine appointments are due. The recall date will be determined by your treating clinician and will depend on your oral health.

Practice policies

All our Practice policies are available on request, however the following are displayed on our website and in the Reception area.

- Zero Tolerance
- Payment Policy
- Complaints Policy
- Data Protection Policy

Contact details



How to find us.....

By Car

Follow signs for Chorley Town Centre (A6). There are a number of short stay pay and display car parks located nearby, and some free public parking is available on St. George's Street for up to one hour (please note that spaces are limited, and are not managed by the Practice).

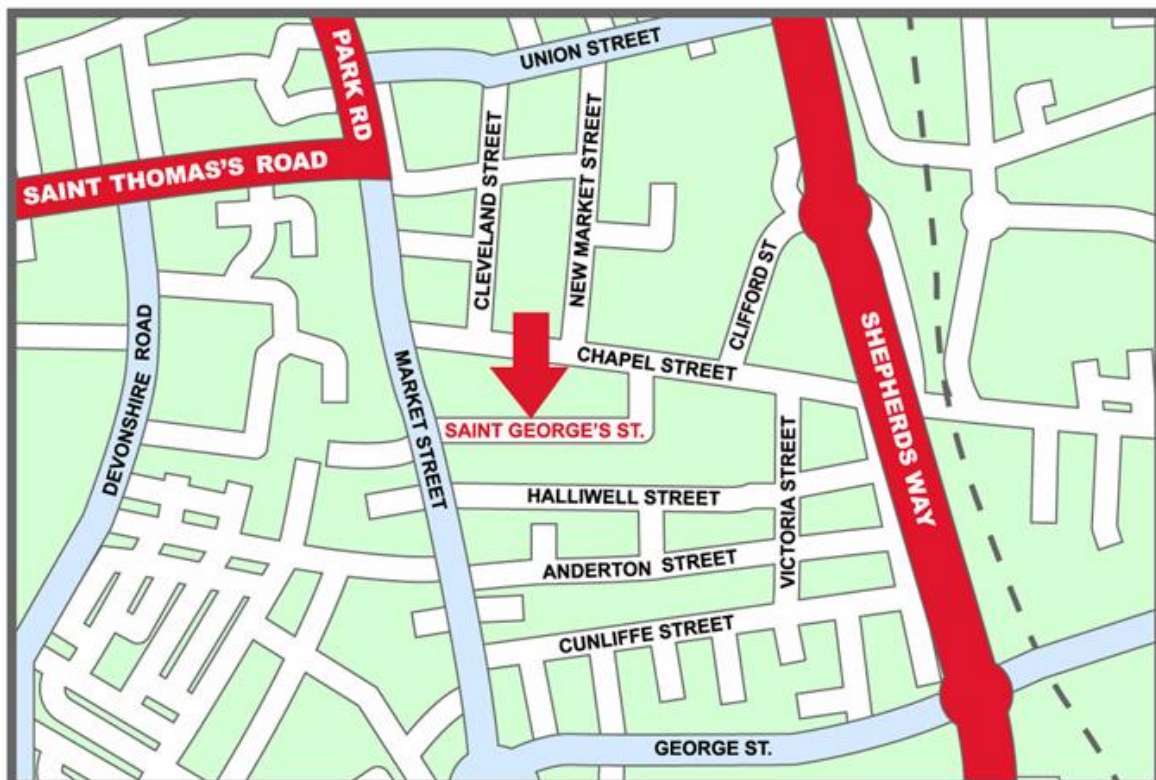
Please allow good time for parking when attending your appointment as Chorley is a busy town, particularly on Tuesday's when markets are held.

By Train

The Practice is a 2-minute walk from Chorley Railway Station, which is located on the opposite side of Shepherds Way (the main A6 route through Chorley) from the Practice.

By Bus

The Practice is on the main bus route, with a bus stop located at the Market Street end of St. George's Street.



NHS Dental Treatments

Band 1 course of treatment: £21.60

- clinical examination, case assessment and report
- orthodontic case assessment and report
- advice, dental charting, diagnosis and treatment planning
- radiographic examination and radiological report
- study casts
- colour photographs
- instruction in the prevention of dental and oral disease, including dietary advice and dental hygiene instruction
- surface application as primary preventive measures of sealants and topical fluoride preparations
- scaling, polishing and marginal correction of fillings
- taking material for pathological examination
- adjustments to, and easing of, dentures or orthodontic appliances
- treatment of sensitive cementum

Band 2 course of treatment: £59.10

- non-surgical periodontal treatment (gum disease treatment), including root-planing, deep scaling, irrigation of periodontal pockets and subgingival curettage and all necessary scaling and polishing
- surgical periodontal treatment, including gingivectomy, gingivoplasty or removal of an operculum, raising and replacement of a mucoperiosteal flap, curettage, root planning and bone resection
- free gingival grafts
- permanent fillings in amalgam, composite resin, synthetic resin, glass ionomer, compomers, silicate or silico-phosphate, including acid etch retention
- sealant restorations
- endodontic treatments (root canal treatment) of permanent or retained deciduous teeth, pulpotomy and apicectomy
- extraction of teeth
- transplantation of teeth
- oral surgery including surgical removal of cyst, buried root, unerupted tooth, impacted tooth or exostosed tooth and alveolectomy
- soft tissue surgery in relation to the buccal cavity and lips
- frenectomy, frenuloplasty, frenotomy
- relining and rebasing dentures including soft linings
- addition of tooth, clasp, labial or buccal flange to dentures
- splints (other than laboratory made splints) in relation to periodontally compromised teeth and in connection with external trauma
- bite raising appliances (other than laboratory made appliances)

Band 3 course of treatment: £256.50

- laboratory made porcelain or composite veneers, including acid etch retention
- inlays, pinlays, onlays and palatal veneers, in alloys containing 60% or more fine gold, porcelain, composite resin and ceramics
- crowns including any pin or post aids to retention:
 - full or three-quarter crown cast in alloys containing not less than 33⅓% fine gold or platinum or palladium
 - full or jacket crown cast in alloys containing stainless steel or cobalt chromium or nickel chromium
 - crown in porcelain, synthetic resin and other non-metallic crowns
 - full or jacket crowns in alloys containing not less than 33⅓% fine gold or platinum or palladium, or alloys containing stainless steel or cobalt chromium or nickel chromium, with thermally bonded porcelain
 - jacket crown thermally bonded to wrought platinum coping
 - prefabricated full or jacket crown, including any pin or post retention
- bridges including any pin or post aids to retention:
 - bridges in alloys containing 60% or more fine gold with or without thermally bonded facings
 - bridges cast in alloys containing stainless steel, cobalt chromium or nickel chromium, with or without thermally bonded facings
 - acid etch retained bridges
 - bridges in other materials
 - provision of full (completed) or partial dentures, overdentures and obturators in synthetic resin or metal or both synthetic resin and metal, including any cast or wrought metal components or aids to retention
 - orthodontic treatment and appliances
 - other custom made applications excluding sports guards