

## Cross infection control

As you would expect, we take patients' and staff safety very seriously. The practice adheres to all health and safety and cross-infection control guidelines, set by the Department of Health and the British Dental Association. Where possible, disposable items are used. Other instruments, including hand-pieces, are sterilised in modern steam pressure autoclaves. If you wish to see our Health and Safety or Cross-Infection Control Policies, please ask at Reception.

## In an emergency

Whenever possible, please contact us about emergencies during normal surgery hours and every effort will be made to see you as soon as possible.

If you are in urgent need of dental advice, outside surgery hours, please telephone the practice to obtain the number of the "on-call" facility. You will also find details of the emergency treatment facility displayed in the waiting room. This is a service provided by NHS Warwickshire, which is responsible for commissioning dental services in this area. Should you wish to contact NHS Warwickshire, their details can be found on the front of this leaflet.

Emergency advice can also be obtained from NHS Direct on 0845 4647 or on-line at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

We aim to make your visit to us as pleasant as possible. If you feel you wish to complain about treatment provided or a particular aspect of your visit, we are happy to listen to your grievances. Please consult your registered dentist initially who will advise you on action that can be taken. If this is not appropriate or you wish to make a formal complaint, please consult the Practice Complaints Procedure, which is displayed on the notice-board of each practice.

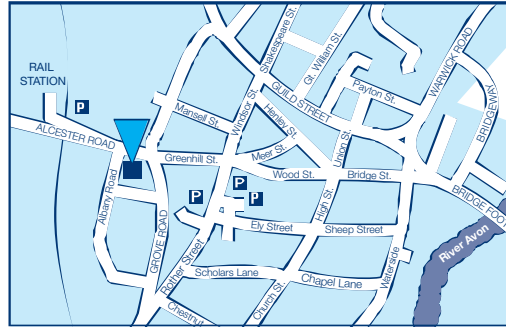


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### Stratford Surgery

9 Alcester Road • Stratford-upon-Avon • Warwickshire • CV37 6PN  
Tel: **01789 292460**

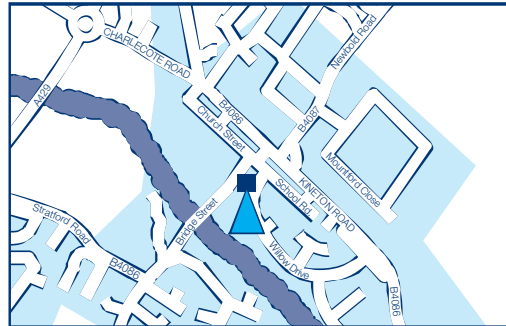
On the corner of Alcester Road, opposite Rother House Medical Centre.  
Parking in Albany Road for 1 hour and many public car parks nearby.



### Wellesbourne Surgery

2 Willow Drive • Wellesbourne • Warwickshire • CV35 9SB  
Tel: **01789 840786**

On the corner of School Lane and Willow Drive.  
Ample parking available.



[www.langmansdental.co.uk](http://www.langmansdental.co.uk)

### Opening Hours

Monday to Friday

8.30am - 12.30pm and 1.30pm - 5.00pm

Please note that both surgeries are closed for lunch  
between 12.30pm and 1.30pm



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[www.langmansdental.co.uk](http://www.langmansdental.co.uk)

Further information about local NHS Dental Services  
may be obtained from:

**NHS Warwickshire**

Westgate House, Market Street, Warwick, CV34 4DE  
Tel: **01926 493491**

[www.warwickshire.nhs.uk](http://www.warwickshire.nhs.uk)

[enquiries@warkpct.nhs.uk](mailto:enquiries@warkpct.nhs.uk)



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## Welcome to our dental practices

We extend you a warm welcome to our long established family practices, where we aim to make your visits as comfortable as possible.

We take great pride in the quality of our dentistry and all our clinicians undertake regular postgraduate training. Since 1991 the practice has been one of few in the area approved for the training of new dental graduates.

We have a programme of continual modernisation which we hope is to your benefit and both premises are fully computerised with the latest in dental software and digital radiography.

We hope this leaflet will answer most of your questions about our services, but if you have any further queries please do not hesitate to ask.

## Becoming a patient of the practice

If you would like to request care at either practice, please telephone the appropriate number or call in and speak to the receptionists who will be happy to arrange an appointment for you.

You can bring your children to the practice from any age. In addition to normal NHS treatment they will receive preventative advice and treatments such as fissure sealants and fluoride as required. We also offer children's workshops. Please ask for details or visit our website.

During busy periods, we may not be able to accept new patients at the practice of your choice, but you may still be able to register at our other practice. Please ask for details.

You can express a preference about which dentist you see. We will endeavour to accommodate your request, but this may not always be possible. Please discuss your options with the receptionist when booking your appointment.

Patients who are violent or abusive to practice personnel or other patients at the practice will be refused treatment and reported to the appropriate authorities. Please see our Violence and Aggression Policy displayed on the notice-board at each practice.

## Our range of services

We are able to offer you a full range of NHS services including preventative and restorative treatment, crowns, bridges and dentures.

A full range of private treatments are also available, including cosmetic dentistry and implants which are not available on the NHS. If required, arrangements can be made for inhalation and intravenous sedation. We will be pleased to discuss the options available and their costs. Our private fees are displayed in our waiting areas and also on our website.

As a registered training practice, we may sometimes have qualified dentists working under a vocational trainee scheme. These are fully qualified practitioners gaining one year's experience under the supervision of a dental practitioner trainer.



## Special services for special patients

When you arrange your first appointment, please let us know if you have special needs.

Our purpose built Wellesbourne surgery has been designed to meet the needs of disabled patients and allows wheelchair access, four ground floor surgeries and a disabled toilet facility.

Patients requiring ground floor facilities are encouraged to attend our Wellesbourne practice.

## Patient Confidentiality

At this practice we take confidentiality very seriously. Only authorised persons have access to dental records and personal information. Our Confidentiality Policy is available on request.

Should you ever wish to see your dental records, please first ask your dentist who will advise you of the procedure. If these need copying, it may be necessary to charge a fee.

If you wish to discuss sensitive issues away from reception then please feel free to ask to speak to a member of staff privately and we will endeavour to talk to you in a separate area.

Your dental records will remain confidential and secure. However from time to time we may need to release these to NHS Warwickshire or the NHS Business Services Agency as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation.

## At your first visit

At your first visit you will have a thorough examination that will usually include radiographs. You will be required to complete a full medical history, including all current medication. This information will be confidential.

After this initial inspection we will then be very happy to advise you of your treatment needs and to discuss any possible options. It is generally necessary to make further appointments to allow us sufficient time to complete your treatment. On completion of treatment, you will be advised of a suitable recall interval depending on your individual requirements.

If you ever have to cancel an appointment, it is preferable to us that 24 hours notice is given. We do not send out reminders, so it is the responsibility of the patient to attend appointments on time. Should you ever be late for an appointment, we will endeavour to see you, but this may not always be possible if other patients are waiting for their allotted appointment time. If persistent missed appointments or late attendances are recorded, we have the right to refuse you NHS dental treatment.

## Choosing the best way to pay

Are you exempt from charges?

If you think you may qualify for free treatment under the NHS, ask our receptionists who can give advice. If you are under 18 or under 19 and in full-time education you automatically qualify for free treatment.

If you have to pay, our normal procedure is to take a deposit at the start of treatment. Final payment should have been made before the end of your course. You can also arrange the payment of your treatment in instalments as you attend your appointments.

We accept cash, cheques, credit and debit cards for payment.

