**VALLEY BRIDGE DENTAL PRACTICE **

 **NHS Patient Information Leaflet**

We provide the full range of NHS treatment including exam, diagnosis, advice & treatment planning, preventative care & treatment, periodontal treatment, conservative treatment, minor oral surgery, supply & repair of dental appliances, taking of radiographs, supply of listed drugs & appliances, issue of prescriptions (but not orthodontics and sedation) to all members of the public (Mr Tannahill - only children on NHS). For further information on our full range of services, please contact reception.

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

**Dentists**

*Andrew Tannahill BDS (VU Manc) GDC no. 69472*

*John McCourt BDS (VU Manc) GDC no. 69450*

Our dentists are backed up by our committed support team, who are…

 *Kathy Young, (Hygienist), Gill (Practice Manager), Nikki, Lisa, Caitlin Harmony and Jodie (Dental Nurses)*

**Opening hours**

We are open during the following times:

|  |  |
| --- | --- |
| Monday | 8.30 a.m. – 5.00p.m. |
| Tuesday | 8.30 a.m. – 5.00p.m. |
| Wednesday | 8.30 a.m. – 5.00p.m. |
| Thursday | 8.30 a.m. – 5.00p.m. |
| Friday | 8.30 a.m. – 5.00p.m. |
| Saturday | closed |
| Sunday | closed |

Should you have a dental emergency outside of the practice opening hours, please call NHS 111. All calls to this number are free.

 **Complaints procedure**

We aim to make your experience at the practice as pleasant as possible. However, should you have any complaints, please contact Mr Tannahill who will be able to deal with your complaint and explain our procedure. Or you can pick up a copy of the procedure from reception. Alternatively you can contact NHS England at Email - england.contactus@nhs.net Telephone number 0300 311 2233. Or by post to the Complaints Manager, NHS England, PO Box 16738, Redditch, B97 9PT

**Costs from April 2021 to those who are not exempt from charges**

* **Band 1 course of treatment – £27.40**
This covers an examination, diagnosis (including X-rays), advice on how to prevent future problems, a scale and polish if needed, and application of fluoride varnish or fissure sealant.
* **Band 2 course of treatment – £75.30**
This covers everything listed in Band 1 above, plus any further clinically needed treatment such as fillings, root treatments or removal of teeth.
* **Band 3 course of treatment – £326.70**
This covers everything listed in Bands 1 and 2 above, plus treatment clinically needed that requires laboratory work**Cosmetic and treatment not required to secure your oral health are not included on the NHS**

**Patient confidentiality**

We take patient confidentiality extremely seriously at this practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy. To see a copy of this policy, please ask at reception.

**Protecting Your Information**

* We aim to provide you with the highest quality of dental care. To do this we need to keep records about you, your health and the care we have provided or plan to provide to you. We know that you value your privacy and the security of personal information held about you.

**Information recorded**

Information recorded about you may include:

* Basic details, such as address, date of birth, next of kin
* Details and clinical records about your dental treatment, health history and medical treatment
* Records of medicines you have been prescribed by your dentist or another qualified prescriber
* Information relevant to your continued care from other people who care for you and know you well, such as other people who care for you and know you well, such as other health professionals and relatives.

**Sharing information**

The information held about you will not be shared for any reason, unless:

* You ask us to do so
* We ask and you give us specific permission
* We are required by law, for example prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription
* We are permitted by law, for example where public interest overrides the need to keep the information confidential

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above

**Your right to view your clinical records**

You have the right to view the original of your clinical records free of charge. Your request must be made in writing to the Practice Manager

**Other information**

* The following languages are spoken at the practice: English
* We endeavor to see all patients and our practice has been designed so patients with disabilities can access care. If you do 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 suitable arrangements in place to accommodate your needs
* Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours’ notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account.
* People who cannot be seen at the practice can find other available practices at www.nhs.uk
* Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities
* We accept the following methods of payment at the practice: Cash, cheque (made out to Valley Bridge Dental Practice) and all major credit and debit cards

**Our contact details**

**Valley Bridge Dental Practice, 4 Cambridge Terrace, Scarborough North Yorkshire, YO11 2LQ. Tel: 01723 362020 website: www.valleybridgedentalpractice.co.uk**

**Parking is on street with discs available from reception. We can be found on the south side of the Valley Bridge, opposite The Cask Inn.**