

Sharrow Vale Dental Care Practice Leaflet

Welcome to Sharrow Vale Dental Care. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information.

Practice details

Sharrow Vale Dental Care
262 Sharrow Vale Road
Sheffield
S11 8ZH
sharrowvaledental@tiscali.co.uk
01142686076

The Dental Team

Miss Galer Farrer (Principal)	BDS Hons MJDF RCS Eng	GDC 153724
Mr Richard Docker	BDS LDS RCS	GDC 60357
Mr Matthew Gamble	BDS MJDF RCS Eng Dip Con Sed	GDC 211795
Mrs Gill Heyes	BDS M MedSc ROCS dentist	GDC 53396
Miss Janice Reynolds	Dental Hygienist	GDC 3262
Mrs Judith Taylor	Practice Manager / Dental Nurse	GDC 119537
Mrs Tina Moroney	Dental Nurse	GDC 126979
Miss Jenny Craine	Dental Nurse	GDC 119538
Mrs Christine Allsop	Dental Nurse	GDC 119381
Mr Scott Taylor	Receptionist	

Our practice has a downstairs surgery, with disabled access. We also have a hearing loop fitted.

Opening Hours

Monday	8.30 – 6.00pm
Tuesday	8.30 – 5.00pm
Wednesday	8.30 – 6.00pm
Thursday	8.30 – 5.00pm
Friday	8.30 – 5.00pm

Evening and weekend appointments are available on a private basis.

Payment

We accept the following methods of payment at the practice: cash and all major credit and debit cards.



Services Available

We have a contract with NHS England to provide NHS services. NHS dental treatment includes all treatment necessary to secure and maintain your oral health. The poster in our waiting room has information about the cost of NHS treatment.

We also have a full range of private treatment options for patients who choose to have treatment not available under the NHS – for example large white fillings in back teeth, cosmetic treatments such as Tooth Whitening, Dental Implants or Anterior Alignment Orthodontics. Private treatments give you more time with your dentist, greater choice of materials and higher quality laboratory work for a better aesthetic result. Sharrow Vale Dental Care is Practice Plan registered for private treatment, please ask reception for details on Practice Plan.

For further information on our full range of services, please contact our reception or book a consultation appointment with one of our dentists.

Your rights and responsibilities

You are entitled to

- A thorough examination of your mouth, teeth and gums
- A full explanation of your treatment options
- A written treatment plan
- Information about NHS charges which are displayed in the waiting room
- Preventative advice
- Information about this practice and the services available
- Make a complaint if you are not happy with your treatment and care
- Express a preference of practitioner

You are responsible for

- Giving 24 hours notice to cancel or rearrange an appointment
- Follow advice to prevent tooth decay and gum disease
- Paying your bill promptly
- Bringing proof of entitlement when claiming help with the cost of NHS treatment
- Treating our staff with courtesy and respect

Specialist services

We can refer you if you require specialist treatment such as orthodontics, oral surgery or endodontics.

Domiciliary Service

The practice provides domiciliary services under a PCT Residential Oral Care Service contract.

Abuse or Violence

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.



Appointments

Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning 0114 2686076.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you next need to be seen. NHS dentists follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy. It is no longer the norm for NHS patient to have two NHS check ups each year if they are not needed. The Department of Health wants NHS resources to be allocated to those who need it most. You can of course, visit your dentist privately if you want to talk to your dentist more regularly about your oral health needs, visit the hygienist, and be reassured all is well.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible, ideally 24 hours notice, so that we can give the appointment to someone else. Our practice policy is that if on more than two occasions patients cancel with less than 24 hours notice, or patients do not attend an appointment, then we will not complete or offer NHS treatment in the future. We will of course take special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.

Emergency treatment and out of hours care

Daily urgent pain relief appointments are available on a first come first served basis. This service is only for people with acute dental pain and its recommended that you phone at 8.30am when the practice opens. If you need urgent treatment outside opening hours please call the normal practice telephone number for recorded information on obtaining emergency care.

Patient confidentiality

We take patient confidentiality extremely seriously at this practice and all personal information is treated in the strictest of confidence. Only members of staff have access to patient information and we have a strict confidentiality policy. However from time to time we may need to release dental records to Sheffield NHS or the NHS Business Services Authority as part of our on-going clinical review process. We will try to contact you before releasing your dental records.

Complaints procedure

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact the Practice Manager on 0114 2686076 who will be able to deal with your complaint and talk you through the procedure. Alternatively, you can download a copy of the procedure.

Feedback

Sharrow Vale Dental Care welcomes feedback from patients to the practice. Communication from patients is very important to us. Whether it's good or bad, feedback helps the practice to grow and maintain good service for its patients. There are many ways you can tell us how you feel, i.e. completing our patients survey, using our suggestion box in the waiting room, attending patient groups or just having a chat with us.

