

mere dental practice information leaflet



Thank you for choosing Mere Dental Practice as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to our Reception Staff on 01747 860365 who will be able to assist you.

The practice holds a limited NHS contract with Wiltshire NHS, which covers general dentistry except orthodontics and sedation. At the request of Wiltshire NHS priority goes to Wiltshire residents. Please note NHS dental treatment is governed by strict rules and regulations and does not cover all aspects of dentistry. *All NHS appointments are subject to availability*

We also provide Private Treatment, including cosmetic dentistry to improve your smile. For further information on our full range of services, please contact our Reception or book a consultation appointment with one of our dentists. Also the practice is Denplan registered, please ask reception for details on Denplan.

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

The Practice Staff

Dentists -	Stephen Sherrard B.D.S. (u.lond) qualified June 1997 Jacquie Barnes B.D.S (manc) qualified 1987
Dental Hygienist -	Wendy Hester
Dental Therapist/Hygienist-	Jay Lonsdale (dental therapists provide simple fillings and extractions)
Dental Surgery Assistants –	Tracy Adams, Francine Sherrard & Kim Bailey

All above staff are on the General Dental Council register

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

Practice Manager –	Francine Sherrard
Reception Staff –	Kitty Baker, Francine Sherrard, Wendy Bailey & Melissa Chilcott

Opening hours

We are open during the following times:

Monday	8.45 – 5.30pm
Tuesday	8.45 – 7.00pm
Wednesday	8.45- 5.30pm
Thursday	8.45 – 5.30pm
Friday	8.45 – 5.00pm

Please note that appointments run from 9am – 12.45pm and 2pm – 5.00pm, last appointment on Tuesday is 6.30pm

Emergency Treatment

We daily offer a small number of appointments during practice open hours for people who need urgent treatment, but do not have an appointment. This service is only for people with acute dental pain and its recommend that you call at 8.45am when the practice opens.

Should you have a dental emergency outside of the practice opening hours and you're a Denplan Or Private patients please call 07552162605, NHS patients please call 0300 1115717 they will be able to assist you but they will only deal with acute dental emergencies only. This is a service provided by the Wiltshire NHS which is responsible for commissioning dental services in the Wiltshire area or call NHS Direct on 0845 4647 if you live outside this area.

Further information about local NHS dental services may be obtained from:

Wiltshire NHS

Southgate House

Pans Lane

Devizes

Wiltshire

SN10 5EQ

Telephone: - 01722 345000

Website: - www.wiltshire.nhs.uk

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. However from time to time we may need to release dental records to Wiltshire NHS or the NHS Business Services Authority as part of our ongoing clinical review process. We will try and 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 01747 860365 who will be able to deal with your complaint and talk you though our procedure. Alternatively, you can pick up a copy of the procedure from reception.

Feedback

Mere Dental Practice welcomes feedback from patients and visitors to the practice. Communication from patients is very important to us. Whether its 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. patients survey, suggest box in waiting room, patients groups or just have a chat with us.

Other information

NHS patients from 1st April 06 are no longer registered due to the changed in the NHS contract. Every effort is made that patients see the same dentist but this is not always possible. At the start of each course of treatment you will be asked to pay in full for the band of treatment that applies to you.

Should your treatment not be completed, you will only pay for the work that has been done in any of the bands and we will refund the money to you. If you are exempt from NHS charges, please inform the reception staff when you book in. You will have to show evidence of your exemption at the start of each course of treatment.

Privately you can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

We endeavour 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 two occasions patients who cancel with less than 24 hours' notice or do not attend an appointment, then we may no longer be able to complete or offer NHS treatment in the future. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.

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 and all major credit and debit cards. Please note from 1st January 08 the practice no longer accepts cheques.

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. N.H.S dentists will now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE) on how often patients need to see their dentist, according to their oral health needs. So, it is no longer the norm for N.H.S patients to have two N.H.S check-ups each year if you do not need them. The Department of Health wants N.H.S resources to be allocated to those who need it most. You can of course, visit your dentist more often privately if you want to talk to your dentist more regularly about your oral health needs, have a regular visit to the hygienist, and be reassured that all is well. You will be sent a reminder just before the month decided by your dentist for your next check-up.

N.H.S patients can opt to have part of their treatment privately. Private treatments gives you more time with your dentist as well as personal service, greater choice of materials and higher quality laboratory work for a better aesthetic result. There is also a greater range of treatment options available as cosmetic treatment is excluded from the N.H.S. Because the charges are changing, some private treatment may be cheaper. Patients are entitled to written treatment plans, please ask your dentist if you require written treatment plan.

Practice contact details

Mere Dental Practice, Duchy Manor, Springfield Rd, Mere, Wiltshire, BA12 6EW. Telephone: - 01747 860365
E-mail:- meredental@btconnect.com, Website:- www.meredental.co.uk, Mobile: 07552162605(for texting)

