

BELHAVEN DENTAL SURGERY

PRACTICE INFORMATION

At Belhaven Dental Surgery our aim is to provide quality dental care for the entire family in a relaxed and friendly environment.

Thank you for choosing Belhaven Dental Surgery as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please contact Ann Rodgers our receptionist at info@belhavendentalsurgery.co.uk or call 01475 741186.

We will ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

OUR TEAM

Dentists

Catherine Jones	BDS (Glas) 1996, (GDC No: 72059) practice owner (female)
W.J. Ryan Kirk	BDS (Glas) 2006, (GDC No: 103213) (male)
Correen Locke	BDS (Glas) 2006, (GDC No: 103170) (female)
Lyall Dominick	BDS (Glas) 2013, (GDC No: 243639) (male)
Catherine McDonald	BDS (Glas) 2010, (GDC No: 191124) (female)

Supporting Staff

Katrina Hughes (GDC No 175593) – dental therapist (female)

Shannon Willis (GDC No: 263345) – dental therapist (female)

Ann Rodgers – receptionist

Allison McConnell, Jill McNeil, Debbie Graham, Margaret Mary Reid, Karen McPherson, Lucy Stewart, Natalie Mullan, Kate Steele, Suzanne Stringfellow, Ellis McGhee, Nicola Campbell, Victoria Marshall - dental nurses

Surgery Hours

Mon	08:30 – 13:00 • 14:00 – 19:00
Tue	08:30 – 13:00 • 14:00 – 19:00
Wed	08:30 – 13:00 • 14:00 – 19:00
Thu	08:30 – 13:00 • 14:00 – 19:00
Fri	08:30 – 13:00 • 14:00 – 17:00

Emergency Care

If you are a registered patient and have a dental emergency, telephone the surgery during opening hours and we will make every effort to see you as soon as possible. If you have an emergency when the surgery is closed call 01475 741186 and a recorded message will provide further information.

Missed Appointments/cancellations

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 a charge will apply. We may deregister a patient who repeatedly fails to attend. We will of course take any special circumstances into account

Contact

Belhaven Dental Surgery, Scarlow House Business Centre, 2 Scarlow St, Port Glasgow, PA14 5EY

Tel: 01475 741186

Email: info@belhavendentalssurgery.co.uk

Web: www.belhavendentalssurgery.co.uk

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health.

Dental Services

We are a mixed service dental practice in that we provide both NHS and Private dental services.

NHS Service

NHS treatments are only available for patients already registered at the practice and are in one of the following categories:

- Under 26
- Expectant mothers or have had a baby in the past 12 months
- Are receiving certain social security benefits
- Hold a valid NHS charges certificate

Private Treatment.

All patients can register with us either on a Private Pay as you Go basis, or they can become members of our Dental Care Plan. Please enquire with our reception team about membership levels. Please also enquire about cosmetic dental services that we offer such as adult teeth straightening, teeth whitening and facial aesthetics.

Hygienist Service

A hygiene therapist service is available to plan and private patients.

Sedation Service

One of our dentists Ryan Kirk offers intravenous sedation for very anxious patients. Further information is available from your dentist.

Your First Visit

Medical History: We will ask you to complete a form providing details about your health. This is confidential. This ensures that we can provide you with the most appropriate treatment.

Examination: The dentist will examine you and take x-rays if necessary. They will discuss with you any treatment required and answer any questions you may have.

Our receptionist will provide you with an estimate of treatment costs.

Payment

We request that treatment is paid for at each visit. We accept the following methods of payment: Cash, cheque, debit card, Mastercard, Visa

Finance is also currently available through Tabeo

Complaints procedure

We aim to make your experience at the practice as pleasant as possible. However, should you have any complaints or comments, please contact Ann Rodgers at the practice who will be able to deal with your complaint and talk you through our procedure.

Alternatively, you can pick up a copy of the procedure from reception.

Patient confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. To see a copy of our confidentiality policy or if you would like information regarding your rights to view your patient records please contact reception.

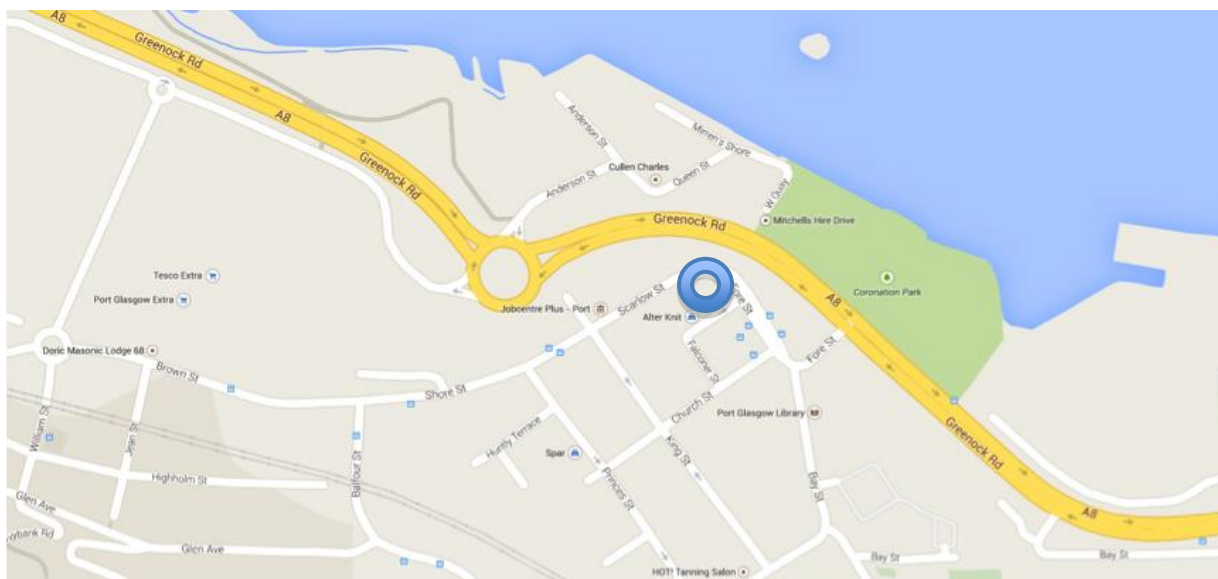
Other information

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 is not always possible

English is the only language spoken at the practice. A translator can be arranged if required.

We endeavour to see all patients. Our practice has been designed so patients with disabilities can access care. If patients require assistance we cannot offer then we will make arrangements for them elsewhere. 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 accommodate your needs.

Directions



Travelling west on A8 from Glasgow, continuing past Ferguson Shipbuilder, turn left at the traffic lights for Port Glasgow Town and follow this road round to the right passing the bus terminus on your left. The practice is the large white building in front of you.

Travelling east from Greenock, continue past Tesco and through the roundabout at the Comet Ship display. Turn right at the next set of traffic lights for Port Glasgow Town and follow as above.

Parking is generally available opposite the surgery.

Greater Glasgow & Clyde Health Board

Information about local NHS dental services can be obtained from:

Oral Health Directorate, East Dunbartonshire HSCP Offices, Stobhill Hospital, 300 Balgrayhill Road, Glasgow, G21 3UR

Tel 0141 201 9724 or www.nhsggc.org.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.