Practice information leaflet

Thank you for choosing Raby Road Dental Centre as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to Mrs Sharon Mitchelson or Mrs Sandra Chapman on 0151 336 6844 or e-mail rabyroaddental@gmail.com The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

We provide the full range of NHS treatment (except orthodontics and sedation)

We also provide treatment on a private basis, including cosmetic dentistry. For further information on our range of services, please contact our treatment co-ordinator Miss Amy Palmer on 0151 336 6844 or email amys.rabyroaddental@gmail.com

Please contact the practice if you would like to make an appointment at a time that is convenient for you.

## Our team

**Principal Dentist**

Mr Luke Sergeant holds the NHS Contract.

Dr Luke Sergeant, Dentist B.D.S. Liverpool 2012

GDC No 227454

**Associate Dentist**

Dr K Bell Dentist B.D.S. Manchester 2011

GDC No 209834

Dr E Sergeant, Dentist BChD Leeds 2017

GDC No 270988

Dr H McCall Dentist B.D.S. Liverpool 2018

GDC No 277165

Dr S Sherwood-Pratten B.D.S. University of Sheffield 2020

Foundation Dentist

Dr A Dyer B.D.S. Liverpool 2022

GDC No

**Practice Name**: Raby Road Dental Centre

**Practice owner business Partners:** Mr Luke Sergeant and Miss Kathryn Shaw

Our dentists are supported by our committed team:

**Dental Therapist**

Miss Amy Draper BSc (Hons) Dental Therapy University of Central Lancashire 2020  
GDC No. 266413

Miss Laura Brooks McCall BSc(Hons) Dental Hygiene and Dental Therapy University of Plymouth 2022

GDC No. 302517

**Registered Dental Nurse**

Miss Lynn Davies GDC No. 156645

Miss Zoe Taylor GDC No. 261785

Miss Amy Palmer GDC No. 286863

Miss Holly Robson GDC No. 293287

Miss Charlotte Roberts GDC No. 295900

Miss Emma Humphreys GDC No. 303312

**Trainee Dental Nurse**

Miss Lauren Naylor

Miss Tayla Higgins

Miss Hannah Edwards

Miss Sophie Gibson

**General Manager**

Mrs Sharon Mitchelson, General Manager

Advanced Apprenticeship in management/NVQ 5 Diploma in management.

National Certificate in Dental Nursing 1982 Liverpool, Cert. Dental radiography 1992, Cert in Dental Decontamination 2018. GDC No. 133223

**Reception Manager**

Ms Sandra Chapman Reception Manager GDC No 151709

**Receptionist**

Mrs Joanne Parkinson

Mrs Penelope May

## Opening hours

We are open during the following times:

|  |  |  |
| --- | --- | --- |
| Monday | 8.30am | 17.30pm |
| Tuesday | 8.30am | 17.30pm |
| Wednesday | 8.30am | 17.30pm |
| Thursday | 8.30am | 17.30pm |
| Friday | 8.30am | 17.30pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

The practice is closed for lunch from 1.00pm to 2.00pm every day.

**We reserve the following times for our private patients -Wednesday 5.30pm – 7.30pm**

Should you have a dental emergency outside of the practice opening hours, please call 0161 476 9651 This service is provided by NHS Englandwhich is responsible for commissioning dental services in this area.

## Primary Care Organisation NHS England

Information about local NHS dental services can be obtained from

Regatta Place  
Summers Road  
Brunswick Business Park  
Liverpool  
Merseyside  
L3 4BL

**Tel:** 0151 285 4777  
**Email:** [regatta.reception@liverpoolpct.nhs.uk](mailto:Regatta.reception@liverpoolpct.nhs.uk)

Alternatively, you can contact NHS 111 or check the NHS Choices website www.nhs.uk.

## Complaints procedure

If you have any concerns or comments about your experience of our practice, please contact Mrs Sharon Mitchelson on 0151 336 6844 who will explain our complaints procedure. A copy of the procedure is also available from reception.

## Patient confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

## Methods of payment

We accept the following methods of payment at the practice cash, cheque made payable to Raby Road Dental Centre and all major credit and debit cards, Apple Pay.

We offer finance, please speak to one of our treatment co-ordinator’s Miss Amy Stagles or Miss Holly Robson for further information. We offer 0% finance on treatments over £260 up to 18 months

## Other information

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know, when you book your next appointment.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.

The following languages are spoken at the practice: English

Our treatment areas can be accessed by patients using wheelchairs and other walking aids.

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.

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 24 hours. If you cancel an appointment, on more than one occasion, with less than 24 hours’ notice, we may no longer be able to offer you NHS treatment. 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 staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

## The practice

## Our contact details

30 Raby Road

Neston

Cheshire

CH64 9UZ

Tel: 0151 336 6844

e-mail: [rabyroaddental@gmail.com](mailto:rabyroaddental@gmail.com)

Additional information can be found on NHS Choices: Raby Road Dental Centre

**Traffic routes**

The practice is located in Neston, Cheshire.

Local traffic routes are:

Neston Train Station – This is a short distance from the practice

The 487 Bus Route - The bus stop is close to the practice

**Car parking facilities**

We have disabled parking at the front of the property – this is out of use from August 2021 due to renovation work at the rear of the property.

## First visits

To book an appointment call our reception team Sandra, Penny or Joanne on 0151 336 6844 and they will be happy to organise an appointment.

Alternatively, you can contact our treatment co-ordinator via facebook, messenger or Instagram.

**What to expect on a first appointment**

Your first appointment will give you the opportunity to meet your dentist and discuss any concerns you have related to your dental health.

The dentist will usually carry out a clinical examination and propose a treatment plan if additional treatment is required.

If you require additional visits you will be given a treatment plan outlining the proposed treatment (NHS or private) and costs involved.

Payment is due at your initial visit appointment, once a treatment plan has been accepted and agreed, full payment is due before a treatment appointment can be booked. We accept; cash, cheques, card payments and Apple Pay

**At initial registration you will be asked to complete:**

* A medical history form, this will include your contact details, relevant medical history questions and a section to list current medications.
* You will be asked for your contact preferences and the opportunity to consent to electronic communications.
* When you attend for your appointment, you will be asked to sign an NHS form if you are receiving NHS care.
* If you are exempt from NHS dental charges you will be asked to declare your exemption on the NHS form and if possible provide evidence.

**Feedback**

You will be given the opportunity to complete a confidential friend and family feedback form, following your visit an email will be sent requesting feedback.

## Services provided

We have agreed with The NHS Commissioning Board to provide NHS services for all patients.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health.

Posters at the entrance have information about the cost of NHS treatment. If you are exempt from NHS Dental Charges you will need to show evidence. Please check your exemption as if you claim in error you will incur a penalty charge from NHS Business Services. Your dentist will advise you of the cost of any private treatment.

We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS – for example: large white fillings in back teeth or cosmetic treatment such as; tooth whitening, implants, invisible braces (Invisalign), mini smile makeover. We also offer sessions with an oral surgeon, sedation and an endodontist.

**Specialist services**

For orthodontic treatment, you may need referral to a specialist orthodontist.

We may also refer you if you require specialist treatment involving, oral surgery or sedation.

**Availability of private dental care**

We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS – for example; large white fillings in back teeth or cosmetic treatment such as tooth whitening, implants, invisible braces (Invisalign). We also offer sessions with an oral surgeon and endodontist.

**Private dental plans available are:**

**Denplan Care : A comprehensive oral healthcare plan – from £25.00 per month\***

**\*** *(based on your oral health and the care and treatment your dentist expects to provide to you in the next 12 months)*

Your personalised Denplan Care Plan includes preventative care plus a wide range of restorative dental treatments.

Please speak to any member of the team if you would like more information.

Your dental payment plan is quick and easy to set up and makes budgeting for your private dental care easy.

**Denplan Essentials – from £15.00 per month**

You just need to complete a simple agreement form to become a member. This will require your signature and bank account details. We will then set up a monthly Direct Debit payment.

Please speak to your dentist if you would like more information**.**

## Financial

The price list for NHS, private and dental plans are available at reception.

## Practice policies

Practice policies are kept in the patient information folder or available from Mrs Sharon Mitchelson Tel 0151 336 6844 or e-mail [rabyroaddental@gmail.com](mailto:rabyroaddental@gmail.com)