

### 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 Penny May 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 E Morris B.D.S. Liverpool 2013  
GDC No 243871

Dr A Dyer B.D.S. Liverpool 2022  
GDC No 302140

##### Foundation Dentist

Kevin Huang B.D.S London 2023  
GDC No 309587

**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 Jessica Dunn BSc (Hons) Dental Therapy University of Birmingham 2023  
GDC No 339338

### Registered Dental Nurse

Miss Lynne 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  
 Catherine Jellicoe GDC No. 137469

### Trainee Dental Nurse

Miss Lauren Naylor  
 Miss Tayla Higgins  
 Miss Hannah Edwards  
 Miss Sophie Gibson  
 Miss Mia Davies  
 Miss Lily Farrell

### 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

### Deputy Manager

Mrs Penelope May

### Senior Receptionist

Mrs Joanne Parkinson

### Receptionist

Miss Lynne Davies  
 Mrs Lisa Northall-Hughes

### 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 England which 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](http://www.nhs.uk).

### **Complaints procedure**

If you have any concerns or comments about your experience of our practice, please contact Mrs Penelope May 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 Mrs Penelope May for further information. We offer 0% finance on treatments over £350 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: [info@rabyroaddental.co.uk](mailto:info@rabyroaddental.co.uk)

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

#### **First visits**

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

Alternatively, you can contact our co-ordinator team 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 and sedationist.

**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, sedation and endodontics.

**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 £35.00 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 £21.00 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)