



## Heswall Dental Practice information leaflet

Thank you for choosing Heswall Dental Practice as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to Mrs Sharon Mitchelson our general manager or Mrs Michelle Goddard our senior receptionist on 0151 342 8628. 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 Mrs Michelle Goddard our senior Receptionist.

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

### Our team

Dr Kate Preston BDS (Liverpool 2006) Practice Principal and NHS Contract Holder GDC No. 103384

Dr Kathryn Shaw BDS (Liverpool 2013) Practice Principal and NHS Contract Holder GDC No. 243894

Dr Luke Sergeant BDS (Liverpool 2012) Practice Principal and NHS Contract Holder GDC No. 227454

Dr Faye McGrath BDS (Liverpool 2015 ) Associate GDC No. 257576

Dr Hannah Jones BDS (King's College London 2018 ) Associate GDC No. 252188

Dr Sophie Heavey BDS (University of Birmingham 2011) Associate GDC No. 210526

Dr Samme Salem BDS (University of Sheffield 2022) Associate GDC No 302886

Dr Freya Johnson BDS (University of Birmingham 2023) Foundation Dentist GDC No 30998

Our dentists are supported by our committed team:

#### Dental Therapist

Miss Amy Draper BSc (Hons) Dental Therapy University of Central Lancashire 2020

Diploma in Dental Nursing Level 3 QCF City & Guilds 2016 GDC No. 266413

Mr Oliver Jones Dip Dh Dip Dt (RCS Eng) 2021 GDC No. 297782

#### Registered Dental Nurses

Mrs Jane Bellis GDC No. 128199

Mrs Elaine Hughes GDC No. 120725

Miss Jordyn Bradley GDC No. 270841

Miss Louise Kilpatrick GDC No. 295598

Miss Jessica Pugh-Hanson GDC No 299397

Miss Chantelle Jones GDC No 304785

Miss Rebecca Langton GDC No 249476

#### Apprentice Dental Nurses

Miss Melissa Holmes

Miss Sasha Roberts

Miss Ella Nevett

#### General Manager

Mrs Sharon Mitchelson GDC No. 133223

Registered Dental Nurse, Certificate in dental radiography, Certificate in dental decontamination, , NVQ 5 diploma management.

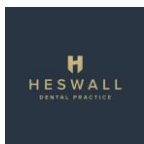
#### Senior Receptionist

Mrs Michelle Goddard

#### Receptionist

Mr Paul Gray

Mr James Preston



## Opening hours

We are open during the following times:

Monday	8.30am	5.30pm
Tuesday	8.30am	5.30pm
Wednesday	8.30am	5.30pm
Thursday	8.30am	5.30pm
Friday	8.30am	5.30pm
Saturday	closed	
Sunday	closed	

The practice is closed for lunch from 12.50pm to 13.50pm every day.

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

## NHS England

Information about local NHS dental services can be obtained from

**Telephone:** 0300 311 22 33

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post (including complaints):** NHS England, PO Box 16738, Redditch, B97 9PT

**Address for service of legal proceedings and formal letters of claim:** NHS England, Legal Team, 4W08 4th Floor, Quarry House, Leeds LS2 7UE. 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 Sharon Mitchelson on Tel: 0151 342 8628 Email: [generalmanager@heswalldental.co.uk](mailto:generalmanager@heswalldental.co.uk)

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 Heswall Dental Practice) and all major credit and debit cards.

## 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, Welsh.



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 result 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.

We are very pleased to be a training practice for newly qualified dentists. Dr Kate Preston is our dental trainer.

#### **Our contact details**

Heswall Dental Practice  
7 The Mount  
Heswall  
Wirral  
CH60 4RE  
Telephone 0151 342 8628  
Email: [info@heswalldental.co.uk](mailto:info@heswalldental.co.uk)

#### **Bus Route from Chester**

No. 22: from West Kirby Station Arrive: Heswall Bus Station (Stop C)  
Previous stop is Beacon Lane  
Walk: From Heswall Bus Station (Stop C) to Destination Location

#### **Bus Route from Liverpool**

Take 471 - Heswall Bus Station  
Leave: Whitechapel (Stop SD)  
Arrive: Heswall Bus Station (Stop B)  
Previous stop is Tesco  
Walk: From Heswall Bus Station