



Orchard House

DENTAL PRACTICE
6 KING'S ROAD,
HEADCORN,
KENT. TN27 9QU.
01622 890574
www.ohdental.co.uk

TREATMENT

Here at Orchard House Dental Practice we carry out a full range of dental treatments. They comprise:

- Examinations
- Cleaning and periodontal treatment
- Fillings and extractions
- Dentures
- Root fillings (Endodontics)
- Crowns / Bridges / Veneers
- Others, e.g. sports mouthguards, nightguards, tooth whitening.

TOOTH WHITENING

We have experimented quite a lot on staff and their long-suffering families. The system of tooth whitening that we provide is called Enlighten <https://www.enlightensmiles.com>

It is a tray system, in which patented trays are made for each patient and worn nightly for 2 weeks. Then an in-surgery finale completes the process. We have found this system changes the colour of the teeth really effectively, while being comfortable to wear and giving the least sensitivity of any of the many systems we tried. Colette and Stacy have used it, ask them about it and see before and after pictures of patients who have had it done.

TOOTH WEAR

This is an increasing problem, with people clenching and grinding their teeth, probably due to the increasing stress of modern life? Mild cases should be monitored. Moderate cases should have a night-guard made, as many people grind their teeth at night. Using adhesive fillings to build up worn areas can also often help. Severe cases can require crowns and or onlays.

We view ourselves as a family-orientated general dental practice. We see patients from a few months old to well into their 90s.

We are fortunate to have a large number of regular patients who we are always pleased to see. They mostly comprise:

- Private
- Denplan
- NHS patients

Where possible we try to allow patients to see their usual dentist.

NEW PATIENTS

Orchard House Dental Practice accepts:

- Adults as Private or Denplan patients
- As availability allows, new NHS patients generally with our Foundation Dentists

PRIVATE PATIENTS

We charge private patients on a fee-per-item basis. We aim to provide patients with a quotation and itemised treatment plan at the examination appointment. We expect payment at the end of each appointment for treatment done in that visit.

Copies of our current price-list are on display in the waiting room and available at reception. Prices change on the 1st April annually.

We are happy to complete paperwork and issue receipts in order that patients can claim money back from workplace dental schemes and cashback schemes e.g. HSA. There may be a small charge for this.

CHILDREN

We advise bringing children for their first examinations, when a parent is having a routine examination, when the child is between 6 and 12 months of age. This is when the first teeth have appeared, in most cases. All staff are very accustomed to young children and will be quite happy to help with prams etc.

Please do not leave children unattended in the practice, or in a car outside.

DENPLAN

Denplan is a capitation scheme. Patients have to be dentally fit prior to joining. Colette is our accredited Denplan dentist. Following an examination, the patient's mouth is points scored and placed in one of 5 Denplan price bands. These monthly direct debits to Denplan cost from £17.50 to £46.75. Essentially, these entitle the patient to free dental and hygienist visits, other than having to pay the laboratory costs for any denture, crown, bridge etc. There is also cover for dental emergencies when away from home, insurance cover: for a full explanation either ask for a leaflet at reception or contact Denplan www.denplan.co.uk

NHS

Several of our patients are NHS exempt patients. These are:

- Income Support
- **Income-related** employment & support allowance
- NHS tax credit exemption certificate (card)
- **Income-based** Job Seekers Allowance
- Expectant Mothers
- Mothers of children under 1 year old
- Holders of HC2 and HC3 certificates
- 18 year olds in full-time education.
- Children under 18
- Prisoners/Young Offenders
- Pension credit **GUARANTEE** credit
- Universal Credits

Please bring proof of your reason for exemption to your appointments.

What happens if I become exempt NHS charges when I am a private / Denplan patient?

Any of our patients who are usually private or Denplan patients who become exempt NHS charges will be treated as an NHS patient, if this is what they want (UDA's permitting), for the duration of their exemption. When they are no longer exempt they will revert to being a private or Denplan patient. Please note Denplan patients would have to cancel their Denplan membership and later rejoin.

What happens when children turn 18?

They will be seen as private patients or may join Denplan.

NHS Prices

Band 1 £22.70, Band 2 £62.10, Band 3 £269.30. Band 4 £22.70

Please ask reception if you require a full list of what treatments are included within each band.

PAYMENT

We require patients to pay for treatment as each item is completed.

Payment may be made by:

- Cash
- Cheque (accompanied by bankers card)
- Debit card e.g. Switch / Delta / Solo
- Credit card e.g. Visa / MasterCard

ACCESS

Our practice has 4 surgeries, 1 on the ground-floor and 3 upstairs. Please advise us if anyone has problems with stairs and we will arrange an appointment in the downstairs surgery where possible, with their dentist.

The front door has quite a steep step. We have access via the side door of the practice for those patients who cannot manage the front step. This access route is also suitable for those that require wheelchair access and access for pushchairs and prams. Motorised buggies can also use it.

MENTALLY AND/OR PHYSICALLY IMPAIRED PATIENTS

We will always try to treat our patients and have a number who are wheelchair-bound, have difficulty walking, diagnosed with Alzheimers, Parkinsons, Dementia, Downs Syndrome, Tourettes Syndrome etc. However, these conditions can mean treatment times are increased and some treatments are impossible.

Please advise us in advance of any special needs so we can book for a quieter time when the place is less crowded and/or have the downstairs surgery available as required.

DENTAL FOUNDATION TRAINING

We have been accredited since 1999 to have a recently qualified graduate work with us for 1 year, starting in September. They are with us mostly 4 days a week, with a Friday day-release scheme, to help them start in practice in a suitable environment.

This year we have been asked to have 2 Foundation Dentists.

CAR PARKING

Cars may park free in the parking area on the road by the practice for 4 hours.

We advise avoiding school arrival / collection times as we are opposite the school. There is also parking in the car park behind Sainsbury's on the High Street (this is not a free carpark).

Headcorn has a mainline railway station and is on bus routes.

STAFF

DENTISTS

Colette O'Sullivan B.D.S. (NUI), MFGDP (UK) Dip Rest Dent (RCS)
MSc Rest Dent (Rest Dent)(Leeds) FFGDP(RCS)

Colette, the practice owner, is officially known as Mary Colette O'Sullivan. Her GDC number is 69033. After qualifying in Cork, Ireland, in 1993, she worked as an associate in Bedfordshire and Maidstone. Then she purchased this practice in 1998, from Mr Steven Jeffery, upon his retirement.

Colette's particular interest is Crown and Bridgework. She completed the MFGDP postgraduate diploma in 2004 from the Royal College of Surgeons in London. In June 2010 Colette completed the postgraduate Diploma in Restorative Dentistry from the Royal College of Surgeons. After that, an MSc in Restorative Dentistry from the University of Leeds in 2014. Finally her Fellowship in General Dental Practice FFGDP, from the Faculty of General Dental Practitioners at the Royal College of Surgeons. She has now stopped seeking additional qualifications!

Anastasiya Debroya DMD (Debrecen)

Anastasiya qualified in Hungary in July 2017. She started work with us in March 2018. GDC number 272741

This year, we have 2 Foundation Dentists.

Farzana Shyam

GDC 283729 B.D.S (University of Plymouth) 2019

Snehal Sharma

GDC 284783 B.D.S (University of Birmingham) 2019

They will be spending a year working in the practice to gain experience within the NHS. They started on 1st September 2019 and will attend study days on many Fridays, therefore not being available at the practice.

HYGIENIST

Many people are unsure what a hygienist does. Our hygienist, Julie, does a thorough cleaning in the 30 minute appointment, but also will have the time to advise on what different tooth cleaning aids (floss, inter-dental brushes, inter-proximal brushes) are suited to you and demonstrate how to use them. Effective cleaning is the most important part of looking after your teeth and will help you to need less treatment. Hygienist treatment is only available on a private basis, which includes Denplan patients.

Julie Mann Dip DH RCS (Eng)

Julie is our hygienist. Julie's dental career expands over 36 years where she first started training as a dental technician at Cardiff Heath Hospital. On completion of her course, she then joined the Royal Army Corps then completed the tri-service course in Dental Hygiene at the Military School of Training, Aldershot in 2002. After leaving the Army, Julie and her family moved to Kent after successfully completing the BSc (Hons) degree in Primary Dental Care at University of Kent. She works in several practices across the South East of Kent and delivers training courses for carers in residential homes. Julie is also a smoking cessation advisor. Her G.C.C number is 5854

ADMINISTRATOR

Neil

Neil joined the practice in August 2019. Colette has known him for years and his role is facilitating the smooth running of the business.

DENTAL NURSES / RECEPTIONIST

Stacy

Stacy started working here in 1999. She works part-time as a dental nurse and part-time on reception.

She qualified as a dental nurse in 2002. She is also a qualified basic first-aider. In 2009 Stacy qualified in dental radiography and she qualified as an Oral Health Educator in 2015.

DENTAL NURSES

Linda

Linda started working here in 2007. She achieved her dental nursing qualification in 2009. Linda also qualified as an Oral Health Educator in 2015.

Katie

Katie started working here in May 2015. She qualified as a dental nurse in June 2017 and is also a qualified basic first-aider.

Mel

Mel has worked as a dental nurse for over 20 years. She started with us in February 2018. Although qualified, she had to requalify, having completed this in July 2019.

Ange

Ange joined us in 2019 and is working toward her dental nursing qualification.

Hayley

Hayley also joined us in 2019 and is also working towards her dental nursing qualification.

All staff here must complete Continuing Professional Development training each year. This requires attending external courses and courses within the practice, e.g. our annual resuscitation training

COMPLAINTS, SUGGESTIONS

Please tell us if you have a complaint or a suggestion for the practice. Our complaint's manager is Neil Ashley but in the first instance speak to Colette, Neil or a receptionist.

All complaints should be followed up in writing and will be dealt with in accordance with Health Authority and British Dental Association guidelines.

We carry out patient questionnaires periodically to assist us in improving the practice. However, if you have a suggestion please tell us.

RECALLS

We usually send recalls 6 months after the last examination. This will still happen even if the patient has attended since then. Patients can ask for a different time-interval in they wish, or we may advise less frequent recalls for some patients.

Please remember to tell us if you change address.

We are able to send recalls by:

- Letter
- Email
- Text message

Please tell us your preferred recall method. If by email or text message, make sure we have your current email address and/or phone number(s).

MISSED APPOINTMENTS / SHORT NOTICE CANCELLATIONS

Please give us 24 hours notice if you cannot attend your booked appointment. We reserve the right to charge private patients who fail to turn up to an appointment or cancel at short notice. This charge will be applied at £90 per hour, pro rata.

Under the new NHS contract from 1st April 2006 we cannot charge NHS patients for non-attendance. Therefore those who fail 2 appointments within a year will not be seen at this practice.

CLINICAL GOVERNANCE

Patients can be assured we take our clinical governance very seriously. We have Data Protection registration and Environmental Agency Waste Production registration.

We achieved Investors in People in 2000.

We have satisfied the British Dental Association Good Practice Award every year since 2001. We are now Gold Status!

As a Foundation Training practice we have annual inspections. We are also inspected by the CQC.

EMERGENCY COVER

During working hours:

If you, one of our Private patients, find that you have a dental emergency during normal surgery hours, you should contact the practice. We will give advice and aim to offer an appointment within 24 working hours.

As the practice is unable to refuse new NHS patients under our current contract, NHS appointments to see one of our dentists are increasingly booked further ahead, we can only offer you our next AVAILABLE appointment for NHS treatments.

Out of hours, please phone the practice and follow the instructions on the answering machine.

DENTALINE

All patients may phone Dentine Central call centre 01634 890300 Dentine is open weeknights from 7 pm. At weekends and on bank holidays it is also open from 9.30am. If you want to be seen I advise that you phone at the opening times as they will only see a certain number of patients and increasingly seek to give a time slot for attendance when you phone. This will help you to avoid a potentially wasted journey.

WEBSITE

Log onto our website www.ohdental.co.uk to get up-to-date practice information, links to other dental sites, links to Headcorn sites, emergency advice e.g. following trauma.

OPENING HOURS

Monday – Friday

8.30am – 1pm

And

2pm – 5.30pm

Additional opening times for private treatments
only:

Alternate Tuesdays 6pm – 8pm

And

Saturdays 10am – 1pm

We are closed outside of these hours and on
bank holidays.