



Orchard House

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

History & Registrations

We are a family-orientated General Dental Practice.

Our patients range from a few months old to well into their 90s.

Orchard House Dental Practice was established in 1971 by Stephen Jeffery. Upon his retirement, Colette bought it in 1998.

It now operates as a limited company OH Dental Limited registered at Orchard House Dental Practice, 6 King's Road, Headcorn, Kent. TN27 9QU.

01622 890574

www.ohdental.co.uk

Company No: 06540861

Registered by the General Dental Council - www.gdc-uk.org

CQC Registration:

Certificate number: CRT1-1890331382

Certificate date: 16/01/2015

Provider ID: 1-660920269

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

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. Motorized buggies can also use it.

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.

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

Patients will be provided with a written estimate/treatment plan at the start of treatment.

Tooth Whitening

We are an accredited Enlighten tooth whitening Centre
<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 color of the teeth effectively, while being comfortable to wear and giving the least sensitivity of any of the many systems we tried. Colette, Anastasiya and most staff have used it, ask them about it and see before and after pictures of those who have had it done.

Principal Dentist

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. 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 & Bridgework.

- MFGDP postgraduate Diploma - Royal College of Surgeons in London 2004
- Diploma in Restorative Dentistry - Royal College of Surgeons 2010.
- MSc in Restorative Dentistry - University of Leeds 2014
- Fellowship in General Dental Practice - Faculty of General Dental Practitioners Royal College of Surgeons 2015.

She has now stopped seeking additional qualifications!

GDC number is 69033. Colette is an accredited Denplan dentist.

Associate Dentist

Peter Redvers Garrod BDS Lond 1974 LDS RCS Eng 1975

Peter ran his own very successful private practice for many years. He is now here 3 days a week seeing Private patients. He has a special interest in Cosmetic Restoration, Veneers and Crown & Bridgework.
GDC number 48464

Alexandros Karanovits Goumenos BDS Madrid, Spain 2021

Alex qualified as a Biomedical Scientist from the Brunel University London in 2013 after which he went on to pursue Dentistry at the University of Madrid, Spain from which he graduated in July 2021. He starts work with us in January 2022
GDC number 297642

Administrator / Manager

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.

His office is also a shrine to Liverpool Football Club.

Hygienist

Many people are unsure what a hygienist does. Our hygienist, Julie, does a thorough clean 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 Southeast of Kent and delivers training courses for carers in residential homes. Julie is also a smoking cessation advisor. Her GDC number is 5854.

Dental Nurses / Receptionist

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

Hayley joined us in 2019 and is working towards her dental nursing qualification. She is a qualified Basic First Aider.

Chloe joined us in March 2020 and is now working towards her dental nursing qualification as well as being a Fire Marshal.

Kerry joined us in January 2021 and will be working towards her dental nursing qualification. She is a Fire Marshal and Basic First Aider.

Charlotte joined us in May 2021 and will be working towards her dental nursing qualification.

Billie joined us in July 2021 and will be working towards her dental nursing qualification.

Lily joined us in August 2021 and will be 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 Basic Life Support / defibrillator training.

Dentists, hygienists, and registered dental nurses have to complete the General Dental Council continuing professional development requirements.

New Patients

Orchard House Dental Practice accepts:

- New Private and Denplan patients
- New NHS patients, the practice has a small NHS contract which is at capacity

Private Patients

We charge private patients on a fee-per-item basis. We aim to provide patients with a quotation and itemized 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 of 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.

We endorse the Dental Check by 1 initiative

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

Denplan

Denplan Care is a capitation scheme. Patients must be dentally fit prior to joining. Colette is our accredited Denplan Care dentists. 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 £18.30 to £48.85.

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.

Denplan Essentials is a maintenance plan. A monthly fee covers annually:

2 dentist check-ups and 1 dentist Scale and Polish £8.46 /month

2 dentist check-ups and 1 hygienist 30 min £10.75 /month

2 dentist check-ups and 2 hygienist 30 min £16.08 /month

All required x-rays are included.

These Denplan Essentials patients then get a 10% discount on the cost of private treatments.

Patients can register themselves for Denplan Essentials via our website or the Denplan website or in-person at the practice

Alex will soon be an accredited Denplan dentist.

Other Denplan benefits include cover for dental emergencies when away from home, insurance cover:

For a full explanation either ask for a leaflet at reception or see the Denplan website www.denplan.co.uk

Denplan Care and Essentials registered patients can attend our late evening Tuesday 18.00 – 20.00 or Saturdays 10.00 – 13.00.

Hygienist appointments with Julie are on Wednesdays, Fridays and Saturdays.

We have daily dedicated emergency slots with Alex and Colette for Private and Denplan patients.

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 / American Express

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 can 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, £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.

Patient Portal

With your booked appointment reminder text, you will now also receive a link to our new Patient Portal, where you can

- Check and update your personal details and medical history
- Covid 19 triage
- Complete NHS forms (if applicable)

At your convenience and privately, in advance of your visit.

Emergency Cover

During working hours: If you, one of our patients, find that you 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.

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

Dentaline

All patients may phone Dentaline: Central call centre 01634 890300.

Dentaline is open week nights from 7pm. 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.

Complaints

Your wellbeing and satisfaction are our main priority so please let us know if there is anything that you are concerned or unhappy about. We take all comments and complaints very seriously and try to make sure that they are dealt with in a sensitive manner and resolved quickly and efficiently.

In the first instance patients should either speak with the receptionist / dentist or Neil / Colette. Patients may alternatively email the practice reception@ohdental.co.uk or neil.ashley@ohdental.co.uk

Or write to us.

NHS Provision

For those patients seen as NHS patients we provide the following services:

Examination, cleaning, x-rays, fillings, root treatments, extractions, dentures, crown & bridge.

We refer elsewhere for orthodontics, treatment under sedation, advanced and specialist treatment.

Patients are required to pay the NHS charges for their treatment unless they are exempt charges.

These are currently in 4 bands:

- Band 1 & 4 £23.80
- Band 2 £65.20
- Band 3 £282.80.

Please see posters on our website or in the waiting room corridor and reception for further details of these.

Payment is accepted as cash, cheque (with valid cheque card), debit card and credit card.

Patients who are exempt/part-exempt NHS charges:

- 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 all your appointments.

NHS Complaints

Please contact the practice in the first instance.

Address for NHS England:

NHS England and NHS Improvement
York House
18-20 Massetts Road
Horley
Surrey
RH6 7DE

Email: england.southeastdental@nhs.net

By email to: england.contactus@nhs.net

If you are making a complaint please state: **'For the attention of the complaints team'** in the subject line.

By telephone: 0300 311 22 33

OPENING HOURS

Monday – Friday
8.30am – 13.00
and
14.00 – 17.30pm

Additional opening times for private & Denplan patients
only:

Alternate Tuesdays 18.00 – 20.00
and
Saturdays 10.00 – 13.00

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

