

OUR STAFF

Our team consists of outstanding and dedicated people with a raft of international experience, who are committed to maintaining the highest professional standards.

Principal Dentist: Dr Tara Tabari GDC Number 81544. Qualified in 2002

Associate Dentist: Dr Edward Tyler GDC Number 85267. Qualified in 2010

Hygienist: Georgina Hill GDC Number 113525. Qualified in 2011.

Dental Nurse: Emma Palfrey + GDC Number 262742

Dental Nurse: Stephanie Chamberlain

Trainee Dental Nurse: Abigail Fullegar

Receptionist: Stephanie Chamberlain, Abigail Fullegar

+ First Aider

Remember that patients have the right to express a preference to receive services from a particular dentist.

OUR ADDRESS

Portway Dental Practice

41A Portway

Frome

Somerset

BA11 1QS

Parking: Unfortunately there is limited parking outside the surgery. Free parking on Victoria Road.



COMMENTS AND SUGGESTIONS

We want to be sure that we provide you the best care and services possible. Please spare a few minutes to answer some questions regarding your overall satisfaction with our surgery. A patient satisfaction survey questionnaire is available at reception on a dedicated computer (it should take no more than 2 minutes).

OUR COMPLAINTS PROCEDURE

At PDP we are dedicated to providing dentistry to the highest standards, however there may be times when you feel this has not happened. We have a complaints procedure that is drawn up to respond to patients' grievances. We hope you will use it to allow us to look into and if necessary correct any problems that you have identified or mistakes that have been made.

Please note, this procedure does not affect your right to complain to the Health Services Authority.

CONFIDENTIALITY

PDS is registered under the Data Protection Act and all personal information that we receive from our patients is handled securely and used to give the appropriate care and treatment. Information is recorded on the Practice servers and we ensure that confidentiality is maintained at all times by all members of the Practice team. Personal information is, where necessary, shared between team members in order to effectively provide a proper functioning multi-disciplinary team.

ZERO TOLERANCE

We strongly support and adhere to the NHS policy on zero tolerance for the benefit of our team members and patients attending the Practice. Anyone who abuses any team member or patient be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme circumstances we will summon the police to remove offenders from the Practice premises.

FREEDOM OF INFORMATION

This Publication Scheme is a guide to information routinely made available to the public by Dental Practitioners, (**The Freedom on Information Act 2000**).



Portway Dental Practice

OPENING HOURS

Monday	08.15 - 13.00 14.00 - 17.45
Tuesday	08.15 - 13.00 14.00 - 17.45
Wednesday	08.15 - 13.00 14.00 - 17.45
Thursday	08.15 - 13.00 14.00 - 17.45
Friday	08.15 - 13.00 14.00 - 17.45
Saturday	Hygienist (by appointment only)

Phone: 01373 454515

Calls are charged at local rates from a BT landline

Website: www.frome-pds-health.co.uk

E-mail: frome@pds-health.co.uk

OUR TREATMENTS

We run an experienced dental surgery covering a full range of treatments on both the NHS (for children under 18) & privately whether under our treatment plan or on a 'pay as you go' basis which include:

- **Routine check-ups and cleaning**
- **Radiographs**
- **Periodontal treatment**
- **Fillings/ conservative treatments**
- **Extraction/ surgical treatments**
- **Crowns and bridges/ veneers**
- **Preventative care and treatments (i.e. fissure sealants etc.)**
- **Dentures/ Repairs**
- **Emergency appointments**
- **Oral Surgery**
- **Prescriptions**
- **Nightguards/ Sportsguards**
- **Whitening**
- **Cosmetic treatment**
- **Oral surgery**
- **Facial Rejuvenation (Dermal fillers & Botox)**

OUR QUALITY PROMISE

We aim to provide all our patients, whether NHS or private, the same high quality treatment alongside excellent patient focused service. We make the following commitments:

- We choose to use laboratories which produce well-fitting and colour matched crowns, dentures and bridgework;
- The materials we use are high quality and intended for use in private dentistry. There are cheaper alternatives but we choose not to use them;
- Every member of our team is committed to maintaining the highest professional standards. We are dedicated to continuing study for all team members;
- We hold regular training & CPD sessions for the whole practice, and we employ specialist trainers to provide CPR training for all staff on an annual basis;

- We hold regular staff meetings in order to improve the standard of our care.

Should you have any questions or you are unsure of anything at any time, please do not hesitate to ask your dentist, nurse or at the reception for more information. We welcome all enquiries and are sure that we can find the right solution for you, what ever the need.

OUR APPOINTMENT POLICY

You may make an appointment either by calling us on 01373 454515, emailing the Practice at frome@pds-health.co.uk or by visiting the Practice during the opening hours and arranging the time and date with the receptionist.

Here at PDP, we want to offer as many appointments as possible to those who really need them.

Please help us to give the best service possible by giving us 24 hours notice if you need to cancel your appointment.

Failure to cancel an appointment or late notice of cancellation may result in a charge and in the case of NHS patients, a failure to attend or late notice of cancellation on two or more occasions, may result in a patient being removed from our patient list.

OUR EMERGENCY APPOINTMENTS

We always try to see emergency patients on the same day and usually within 24 hours. This service is provided within our ordinary opening hours, 5 days a week, throughout the year excluding Public Holidays.

In order to find out when our emergency slots are that day, and what is the approximate waiting time, please phone us on 01373 454515 as early as possible in the day.

The priority during an emergency appointment is immediate pain relief. For NHS patients this falls under a Band 4 NHS treatment and costs accordingly. Further treatment may be necessary at a later appointment and will be charged according to the NHS' banded prices.

OUT OF HOURS SERVICE

For NHS out-of-hours emergency services, please call NHS Direct on **111**. You will then be directed appropriately. If you are a private patient or if you are one of our plan patients then you are entitled to use our Emergency Out of Hours Service, further details of which are available in a separate leaflet.

OUR RECALLS OR CHECK-UP POLICY

Your dentist will recommend a date for your next visit and discuss this with you. You may find out that your next check-up is as short as 3 months or as long as 2 years. It all depends on how healthy your teeth and gums are and your risk of future problems .

Recalls or check-ups do not stop you from attending the Practice in case of emergency requirements or indeed if you wish to see us in respect of an aesthetic treatment. If you have problems with your teeth between check-ups, contact the reception for an appointment.

OUR DENTAL FEES

Our NHS contract entitles us to see only children aged 18 or under. As such, no NHS fees are currently charged. A written estimate/treatment plan will be provided following your initial consultation and before your treatment but be aware that this may change as time progresses.

Treatment that is not clinically necessary will be made available to patients who request it on a private basis, for example white crowns fitted on molars. A written statement will be given after the initial consultation.

PRIVATE PRICE LIST

Our private fees are set out in a separate leaflet and also displayed on our notice board. We also provide credit facilities for private treatment if required, subject to status.

It is important to us that you understand your treatment and charges, if you are unsure of anything at any time, please ask your dentist or nurse or at reception for more information.