Welcome to Our Practice

We are a well-established family practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the services that we provide. Should you have any further questions, please contact our reception staff and they will try to assist you.

This is a mixed practice providing Independent private care and NHS services. We offer treatment to all of our child patients under the NHS. We have a limited NHS budget for adult patients and these are predominantly seen by Miss Sarita Kershaw and Mr Matthias Schmidt. Mr Wetton sees patients predominantly on a private basis. If you are new to the practice or if you are an existing patient, we operate an open practice policy so where possible, patients are able to choose which dentists they wish to see.

Details of the current private fees are difficult to list because of the vast array of treatment options and the particular difficulties of each individual case, but for basic items such as examinations, x rays and hygiene, please ask the reception staff.

Our Dental Team

Dentists: Mr Clifford Wetton  
Miss Sarita Kershaw  
Mr Matthias Schmidt  
Receptionists: Mrs Sharon Whiting  
Mrs Carole McNeice  
Mrs Jacqueline Taylor

Hygienists: Mrs Karen Wallder  
Mrs Terrie Sepping  
Dental nurses: Miss Claire Connolly  
Mrs Kate Cox  
Miss Lacey Custance

Practice Manager: Mrs Alison Wetton
Opening Hours and Appointments

Opening hours:

The Practice reception is open during the following hours:
Monday - Friday 9am to 1pm, 2pm to 5.30pm

NHS Appointments:

NHS appointments are available during the following hours:
Monday - Friday 9am to 1pm, 2pm to 5.30pm

Private Appointments:

Private appointments are available during the following hours:
Monday 9am to 1pm, 2pm to 5.30pm
Tuesday - Friday 8.30am to 1pm, 2pm to 5.30pm

Disabled Facilities

We as a practice comply with the Disability Discrimination Act where possible within the limits of the building. One of our surgeries is accessible to wheelchairs via a ramp. If you or a dependant needs to be seen in this surgery, please inform the reception staff when you make the appointment. For patients who have difficulty with stairs, please tell the receptionists and they will arrange the appointment so that you can be seen in one of the downstairs surgeries. We have no disabled toilet.

Dental Care and Treatment at the Practice

We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

We offer a full range of preventive and cosmetic dentistry. Each surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist, if this is appropriate – for example orthodontic treatment, complex root fillings and implants.

Prevention is our main target and many of our patients have regular appointments with the practice hygienists. Children are encouraged to learn how to care for their teeth through diet and oral hygiene

Languages Spoken

English and German.
Emergency Care

Should you have a dental emergency outside the normal practice hours, please telephone 111 which will put you in contact with the local emergency clinic operated by the primary care trust. You will not see your usual dentist but they will aim to deal with the immediate problem. During practice hours, we endeavour to see any patient who has a dental emergency.

Missed Appointments

If you are not able to keep your appointment please give us at least 24 hours’ notice. If less than 24 hours’ notice is given a charge may be made.

[Note: under the NHS, patients cannot be charged for missing an NHS appointment, but if a patient cancels an appointment at short notice or fails to attend on more than one occasion, the patient might be refused further care under the NHS.]

Payment Policy

It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken. A list and explanation of NHS charges is displayed at reception and can also be provided to you by your dentist.

If you wish, a written estimate and treatment plan can be provided for all dental treatment. We offer patients a range of payment options, depending on their needs. You may pay for your dental care by cheque, cash, or credit/debit card. Our normal policy is that patients are asked to pay a deposit prior to the commencement of treatment and in instalments through the course of the treatment.

Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of our practice Confidentiality Policy, you can download this from our website or please contact the reception staff.

This practice complies with the 1998 Data Protection Act and our Data Protection Code of Practice for Patients policy, describes our procedures for ensuring that personal information about patients is processed fairly and lawfully. A copy of this can be found on our website, or you can obtain a copy from the surgery. Just ask at reception and the staff will be happy to help.

Comments About Our Service

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause for dissatisfaction and improve our service. You can request a copy of the practice complaints procedure or write to Cliff Wetton who will explain the procedure in detail and deal with any concerns you might have. If you would like any further information about care at the practice please contact us. We are here to help.