

PATIENT INFORMATION LEAFLET

OUR DENTISTS

Practice Owner - Tim Secker, GDC Registration No: 71924 Dentist, Male Full time
Practice Owner - David Rynn, GDC Registration No: 81529 Dentist, Male Full time
Mhari Fraser, GDC Registration No: 264894 Dentist, Female Part time
Kate Siddle, GDC Registration No:231764 Dentist Female Part time
Laura Middlemiss, GDC Registration No:264261 Dentist Female Part time
Andrew Whitham, GDC Registration No: 114309 Dentist, Male Part time
Jen Rouse, GDC Registration No: 229139 Dentist Female Part time
Malala Rahman, GDC Registration No: 274923 Dentist Female Part time
Peter Duncan, GDC Registration No: 317955 Dentist Male Part time
Dominic Gundry, GDC Registration No: 264684 Dentist Male Part Time
Felicity Whitham, GDC Registration No: 152676 Hygienist Female Part Time
Hannah Crozier, GDC Registration No: 295354 Hygienist Female Part Time
Mari-ann Secker, Practice Administrator
Jen Rynn, Practice Administrator

DENTAL CARE

It is our practice philosophy to promote oral health at all times, therefore we recommend regular checkups. These will also help keep down the cost of your treatment.

DENPLAN CARE AND ESSENTIALS

With Denplan care or essential schemes, fixed monthly payments help you to budget for regular, affordable preventative dental care.

PRIVATE DENTAL CARE

Private dental treatment allows us to offer you a full range of treatments such as cosmetic work, white fillings, white crowns and tooth whitening. We will use the most up to date modern materials for any treatment you have carried out.

NHS TREATMENT

The NHS provides all the treatment necessary to maintain your oral health. There are some treatments (mainly cosmetic) which are not available under the NHS and you may choose to have these done privately. You may choose to have some treatments provided privately as an alternative to NHS treatment. We are happy to discuss these options with you. Our NHS appointment times are 8.30 – 12.30, 1.30-5.00 Monday to Friday.

NHS England is responsible for commissioning services in our area. They can be contacted at the following address: NHS England, Waterfront 4, Goldcrest Way, Newburn, Newcastle Upon Tyne, NE15 8NY

The Patient Advice and Liaison Service contact number is 0800 032 0202. You can contact NHS Direct on 0845 4647 or visit the website for further information

DISABLED FACILITIES

Rivenhall Dental Practice provides suitable access for disabled patients. Please advise our reception team when registering or booking your first appointment if you require a downstairs surgery.

APPOINTMENTS

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible.

Missing an appointment wastes time and resources which are needed for other patients. We have a policy in place which states that if a patient fails to attend two dental appointments without prior notification then no further appointments can be made at this practice and the patient is advised to seek dental treatment at an alternative practice. 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.

We always try to see patients at the appointment time. If you are kept waiting there is normally a good reason. Please be patient.

URGENT APPOINTMENTS

If you have an urgent need, we may be able to help on an NHS basis if we have availability. Please call the practice on 01670 712221 to check appointment availability.

HELP US TO HELP YOU

If you change address or telephone number, please let us know as soon as possible. Please follow any preventative advice given to you by your dentist and keep to the recall period agreed with your dentist. We will always insist that you leave the practice with an appointment made to return. If you decide not to return for an appointment within two years then we consider it reasonable to assume you have sought dental services elsewhere and we may not be able to offer you any further appointments. This will depend on appointment availability and whether we have any space for new patients.

Patients who are violent or abusive to practice personnel, or any other patient on the premises, will be refused treatment.

EMERGENCY SERVICES

If you are in pain during surgery hours, please telephone the practice as soon as possible and every effort will be made to see you. Outside normal hours of practice you should call 111.

PATIENT CONFIDENTIALITY

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. Patients have the right to access their health records held on paper or computer, please ask reception for further information.

OUR AIM

We believe that we offer an excellent standard of dental care. We are always happy to hear your comments or complaints as it may help us improve our service. Please ask for a feedback form at the desk or write or speak to Jen Rynn or Mari-ann Secker, Practice Administrators, if you wish to.

PRACTICE ADDRESS AND CONTACT TELEPHONE NUMBER

Rivenhall Dental Practice, High Pit Road, Cramlington, NE23 6RA - 01670 712221