

Surgery Opening

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|-----------|---------------|---------------|
| Monday | 09:00 - 13:00 | 14:00 - 19:00 |
| Tuesday | 08:30 - 13:00 | 14:00 - 17:30 |
| Wednesday | 08:30 - 13:00 | 14:00 - 17:30 |
| Thursday | 08:30 - 13:00 | 14:00 - 17:30 |
| Friday | 08:30 - 13:00 | 14:00 - 17:30 |
| Saturday | 08:30 - 12:30 | |

Emergency

We make every effort to see all regular patients for emergency care as soon as possible. Outside normal hours patients seeking urgent or emergency dental care and advice outside of normal hours should either ring 01709 382351 for further instructions or ring the NHS111 Service on 111, which is free from a landline or mobile

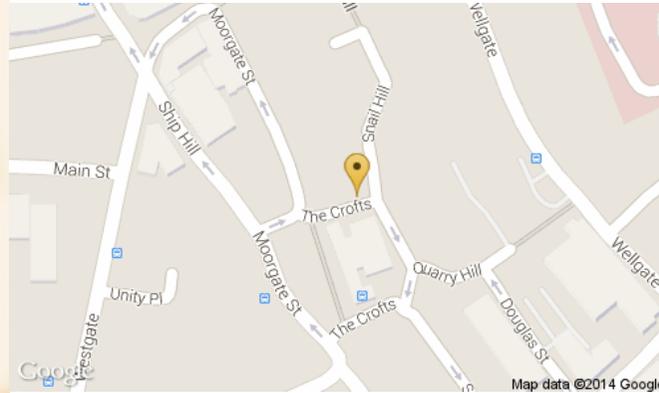
Other Contacts

Should you wish to contact NHS England their contact details are as follows:

NHS England, Oak House, Moorhead Way,
Bramley, Rotherham S66 1YY
Telephone: 0113 8253423 / 8253364

Further information about local NHS dental services may be obtained online at www.nhs.uk

Where to find us



We are located on the Crofts, just behind the Town Hall, opposite the Bluecoat Pub

Ivy Cottage Dental Care
16 The Crofts
Rotherham
S60 2DJ

Tweet Us: @ivydental

Facebook Us: ivycottagedentalcare

info@ivycottagedentalcare.co.uk
www.ivycottagedentalcare.co.uk

01709 382351



IVY COTTAGE
DENTAL CARE



PRACTICE
INFORMATION

01709 382351

Providing NHS Dentistry



Welcome

Thank you for choosing Ivy Cottage Dental Care as your dental practice. Here at Ivy Cottage Dental Care, we are passionate about providing high quality dental treatment in a relaxed and friendly environment.

This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to a member of our team, who will be able to assist you.

Committed to creating your perfect smile

Meet Our Team

Our experienced and enthusiastic team genuinely love what they do and are committed to forging long term partnerships with all of our patients.

All of our dentists live locally and qualified in the UK:

| | | |
|---------------|----------------|------------|
| Dr R Davidson | BDS Sheffield | GDC 79594 |
| Dr L Wilmot | BDS Manchester | GDC 177598 |
| Dr D Gardner | BDS Sheffield | GDC 55708 |
| Dr R Purewal | BDS Sheffield | GDC 83623 |
| Dr J Casserly | BDS Sheffield | GDC 193929 |

We also offer the services of a Dental Hygienist/Therapist, who offers specialised oral health treatment:

Nicola Temple Dip Dent Hyg Sheffield GDC 103667

All our Dentists & Hygienist/Therapist are supported by a dedicated team of twelve Dental Nurses and Administration staff helping to provide your treatment. All our nurses meet the GDC requirements for their registration and training.

Our Services

We provide both NHS and private dental care and it is our practice philosophy to promote dental health at all times with an emphasis on preventative care. The NHS provides all the treatment necessary to secure and maintain your oral health.

You may also choose to have some treatments (i.e. cosmetic) provided privately. We are happy to discuss these options with you so you may consider the alternatives giving you the time to fully understand your treatment.

All patients coming back for further treatment are given a written treatment plan detailing the cost of NHS and any private treatment.

Appointments

If you would like to make an appointment please telephone 01709 382351 and speak to one of our team who will be happy to make one for you.

You may express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but please be aware this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than two occasions, patients cancel with less than 24 hours notice or do not attend an appointment, then we will no longer be able to offer NHS treatment.

NHS Treatment & Charges

For NHS treatment you will pay according to the charge band appropriate to the treatment required. Under NHS regulations patients are asked to pay charges at the start of their treatment.

Some NHS patients are entitled to full exemption of charges, proof MUST be provided or payment will be required.

Confidentiality

Here at Ivy Cottage Dental Care we take patient confidentiality extremely seriously. Strict confidentiality of patient records is maintained at all times. Only relevant members of staff have access to patient information and there is a strict confidentiality policy at the practice. Patients records will not be passed onto a 3rd party without the patients permission.

Feedback & Complaints

We welcome all feedback and operate a full complaints policy & procedure, which can be found on the notice board in the waiting room. We have a suggestion box for suggestions, comments and compliments about the service we provide or you may speak to our Practice Manager if you wish to make a complaint.

Other Information

- If a patient is abusive or violent to any member of staff, treatment will be terminated, and the police and NHS England will be informed.
- We endeavour to see all patients and our practice has been designed so most patients with disabilities can access care. If you do have a disability that you think we need to know about please telephone us before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.
- We may ask you about any drugs you are taking. Make a note of their names and tell us about them when you attend. Please inform us of any changes in your address or telephone numbers as this will help keep your records up to date. Medical History forms need to be kept up to date all of which are confidential.
- You can pay by cash or by credit or debit card including switch, visa, access, MasterCard, Delta, Electron and Maestro.