

METHODS OF PAYMENT

You may be entitled to free NHS dental treatment. Please ask any member of staff for a leaflet with details. **We accept payment by:**

- Cash Most credit cards Most debit cards

An estimate of treatment costs should normally be given at your initial consultation visit. Subsequently, it is expected that payments be made as treatment progresses.

It is not practice policy to provide accounts, all treatment provided must be paid for on the day of treatment. If, for any reason, you cannot pay for treatment, please discuss this with any member of staff. If we have to use the services of a collection agency, a 43% administration charge will be added to cover our costs.

CHARGES FOR MISSING APPOINTMENTS

When a patient does not attend for their appointment the practice is losing money. To protect ourselves from this, like all dental practices, we may charge an appropriate fee for missing or cancelling an appointment at short notice. Our policy is that we will require the charge to be paid prior to making another appointment. These charges are at the discretion of the dentist.

WHAT IF I AM UNHAPPY WITH SOME ASPECT OF YOUR SERVICE?

Firstly, we are sorry you feel we have let you down in some way. Whilst we try to make sure everyone is happy with our service, we understand that we cannot get it right all the time. We are happy to receive your comments, both good and bad. If you feel the need to make a complaint about the Practice, your dentist, or any aspect of your treatment, please ask for a copy of our complaints procedure.

PLEASE NOTE:

Our practice is located in the basement levels of a listed sandstone townhouse. There are approximately 12 steps from street level to our entrance.

Unfortunately we have not been able to make alterations to accommodate wheelchairs.



Woodside Crescent Dental Practice

6 Woodside Crescent, Glasgow, G3 7UL

Telephone: 0141 332 4622

Email: enquiries@wcdp.co.uk

Website: www.wcdp.co.uk

PRACTICE INFORMATION LEAFLET

**IN THE EVENT OF AN EMERGENCY OUTWITH
PRACTICE HOURS, PLEASE CALL NHS24 ON 111**



OPENING HOURS

Monday	8.45am - 5.30pm
Tuesday	8.45am - 5.30pm
Wednesday	8.45am - 5.30pm
Thursday	8.45am - 8.00pm
Friday	8.45am - 5.30pm
Saturday	CLOSED
Sunday	CLOSED

Closed for lunch: 1.00pm - 2.00pm

We welcome you to the practice and look forward to providing your dental care in a relaxed and friendly environment.

THE DENTISTS



Mr William Cameron
BDS Glasgow 1991
FDS RCPS Glasgow 1995
GDC No. 66500



Mr Simon Locke
BDS (Hons) Glasgow 1997
GDC No. 72963



Mr Paul Ewins
BDS Glasgow 1997
GDC No. 73212



Mrs Louise Gordon
BDS Glasgow 1988
GDC No. 63194



Mr Gareth Quigley
BDS Glasgow 2007
GDC No. 114096

OUR HYGIENIST SERVICES

Our hygienist is available on Tuesdays, Wednesdays and Thursdays. Our hygienists only provide services on a private basis although they are included in our popular Woodside Crescent Dental Plans.

PRACTICE PHILOSOPHY

Our guiding principles are

- To provide the best possible oral health-care for you, with an emphasis on the prevention of disease.
- When treatment is required, to detect the need for this at the earliest stage and carry out the highest standard of treatment achievable.
- That all dentists in the practice maintain a strong commitment to postgraduate education.
- That all members of the practice team are encouraged in the appropriate development of their careers.

SERVICES PROVIDED

In the vast majority of cases, it will be possible to meet all your requirements “in-house” at the practice. Where specialist referral is appropriate, e.g. orthodontic treatment, the practice has close links with Glasgow Dental Hospital in addition to a number of specialist practices.

Dental implants are also available at our practice. We will be happy to discuss suitability and arrange a consultation with Mr Cameron.

We offer options of NHS treatment, private treatment, and our popular Woodside Crescent Dental Plan. For a fixed monthly payment, The Woodside Crescent Dental Plan includes almost all of your treatment needs. Your dentist, or any member of staff, will be happy to discuss which option best suits your needs and circumstances.

Home visits can be arranged for the hospitalised or housebound.

We also offer IV sedation for nervous patients.

Every effort will be made to provide a “same day” service to patients with dental emergencies.

We make use of an Interpreting Service in cases where the patient and dentist do not speak a common language. We also have access to sign language interpreters. Their telephone number is 0141 347 8811, however we will normally book an interpreter on your behalf.

PRACTICE ADMINISTRATION

Written policies/codes of practice have been drawn up in relation to the important aspects of how the practice is run (e.g. Health and Safety/Cross Infection Control). These are revised regularly in light of current statements on best practice, and they can be viewed and/or discussed, by prior arrangement, with, Mr Ewins or Mr Locke.

It is practice policy that all members of staff are regularly updated in cardiopulmonary resuscitation and other medical emergency procedures.

For questions about NHS Dental Provision in the area, you may contact the Oral Health Directorate of Greater Glasgow and Clyde Health Board on 0141 232 9704.

