

### **Useful Contacts:**

*NHSDirect:: 0845 4647*

*CIOSPCT: 08451708000*

### **Surgeries also at:**

Cullompton Dental Centre  
2 Higher Street  
Cullompton  
Devon  
EX15 1AJ  
Tel: 01884 33700

Tiverton Dental Centre  
62 Bampton Street  
Tiverton  
Devon  
EX16 6AH  
Tel: 01884 252992

Holmead Dental Centre  
Holmead Farm  
Templeton  
Devon  
EX16 8BT  
Tel: 01884 881253

Website: [www.dentalcentres.co.uk](http://www.dentalcentres.co.uk)

### **Cornwall Dental Helpline:**

01872 354375

### **Cornwall & Isles of Scilly PCT**

*Sedgemoor Centre*

*Priory Road*

*St Austell*

*PL25 5AS*

### **Opening hours:**

*Monday 08.00 - 17.00*

*Tuesday 08.00 - 20.00*

*Wednesday 08.00 - 17.00*

*Thursday 08.00 - 20.00*

*Friday 08.00 - 17.00*



**Newquay Dental Centre**

*Stuart Williams BDS  
Jonathan Munns BDS  
Claudia Stanley DBSAS  
Karen Hagley (Therapist)*



**194 Henvor Road  
Newquay  
Cornwall  
TR7 3EH**

**01637 879207**

### *Services Provided*

Newquay Dental Centre provides an excellent standard of dental care, both NHS and private, adults and children alike. We employ a Therapist who is trained in all aspects of gum care, restorative treatment and promotion of oral health. We offer preventative and cosmetic dentistry. We have a private specialist referral centre offering implants, oral surgery and endodontics at Cullompton and patients can be referred for orthodontic treatment. To request services as a patient, please speak to one of our receptionists, who will be able to help.

### *NHS & Private Charges*

Some NHS patients are entitled to either full or partial exemption from charges. If you think you may qualify, please ask. The NHS provides all treatment to maintain and secure your oral health. You may wish to choose a treatment provided privately as an alternative to NHS treatment. We are happy to discuss these options with you.

**All NHS charges are due at time of booking, any further charges are payable at consultation.**

**Private charges** are individually agreed with patients after initial assessment. For a guide please see our website at [www.dentalcentres.co.uk](http://www.dentalcentres.co.uk)

### *Confidentiality*

Strict confidentiality of patients' records and information is maintained at all times. Patient records will not be passed onto any third party.

Some patients may have concerns about personal information held on computer databases. However we are fully registered with the Data Protection Registrar and conform to the regulations concerning the holding of patients records on computer and manual form under the Data Protection Act. As a patient you are entitled to inspect any information we hold with respect to your patient record. Under the Data Protection Act we may make a charge for doing this and currently we are able to provide copies of patient's records within ten working days for a charge of £20.00 .



### *Our policy*

It is our policy for each patient to see one dentist on a continuing basis. However, if this is not possible for any reason, suitable alternative arrangements will be made for you to see someone within the practice. Patients are able to request a specific dentist, if they wish. Good communication with our patients is very important to us and we take time to explain proposed treatment, and any risks associated with it as well as alternatives. There will always be time to ask questions about your treatment or any other aspects of your care at our practice.

### *Emergency Care*

Patients of the practice who have a dental emergency during opening hours should telephone the practice where they will be given advice and an appointment at the earliest opportunity. Patients who have an emergency out of opening hours should call the practice where a recorded message will give details of the out of hours arrangements operated by the PCT. They may provide telephone advice or arrange for a dentist to give you a call, and if treatment cannot be delayed until the practice reopens, an emergency appointment will be arranged.

### *Complaints and refund Policy*

We want you to be entirely satisfied with your care and treatment at our practice. If a filling, root-filling, crown or bridge fails within one year, we will provide a free replacement or full / partial refund, depending on the circumstances. If you are not entirely satisfied with the service we provided at the practice, please talk to a member of staff or ask at reception for a copy of our complaints procedure.

### *Training*

Bruce M Pearson and Stuart Williams also act as trainers for recently qualified dentists

### *Facilities*

Our downstairs surgery is accessible to wheelchairs. Home visits for patients who cannot travel to the practice may also be available.

### *Missed Appointments*

If you are unable to keep your appointment please give at least 24 hours' notice, this enables us to make alternative arrangements, perhaps to see someone in pain. Patients that habitually break, cancel at late notice or arrive late for appointments may be asked to seek treatment elsewhere.

### *Abusive or Violent behavior*

If a patient is abusive or violent to any staff, treatment will be terminated and the police and/or PCT informed.

### *Keep us Informed*

We will ask you to check your medical history form at each visit, please make a note of all drugs (names and dosage) for when you attend.

Please inform us of any changes to your address and telephone numbers, so we can keep your records up to date.