

NEW PATIENTS

At the Ivy Dental Practice, we provide private and Membership options for new patients. New private patients are welcome if we are not at full capacity, this can be checked at reception.

Confidence membership £23.82 a month (78p a day)

The Ivy Dental Practice Confidence membership is a monthly payment plan which helps you pay for your routine and restorative dental treatment. The membership gives you the following benefits

- Guaranteed registration with your dentist and regular 6 monthly dental health checks at the practice
- Dental health checks will include a detailed examination, checks for signs of oral cancer and free of charge small radiographs (X-rays) where clinically appropriate
- Hygiene appointments included to maintain healthy teeth and gums
- A 10% membership discount on all treatments, including implants
- A wider choice of materials used for treatment; for example white fillings, cosmetic crowns, bridges and tooth whitening
- 50% off tooth whitening after 12 month's membership
- Same day urgent care access during Practice opening times
- Worldwide Dental Accident & Emergency Cover *
- Simple to join and payment by monthly Direct Debit

ADDITIONAL SERVICES

At the practice we offer additional treatments including tooth whitening, botox, dermal fillers, laser treatment, dental acupuncture and implants.

PATIENT NOTICE

We would ask patients to arrive on time for their appointment, as it may not be possible to undertake the planned treatment if you are late.

As an extra courtesy we now send recalls/reminders via text & email. To consent to these reminders please complete a form at reception.

ACCESS TO THE PREMISES:

We have 2 surgeries located on the ground floor and 1 on the first floor. For our disabled and/or wheelchair users we have a mobile access ramp at the rear of the building. Should you require access to the building via our ramp please advise of booking an appointment.

VIOLENT AND ABUSIVE BEHAVIOUR

We have a **zero-tolerance** policy against violent, abusive, racism, homophobic, biphobia and transphobia towards any of our staff or patients. Anyone displaying behavior of this kind will be refused further appointments, and prosecution may succeed.

CANCELLATIONS AND FAILED APPOINTMENTS

We require at least 48 hours' notice if you wish to cancel your appointment, this gives us the chance to fill the appointment time with other patients.

DATA PROTECTION ACT 1998 AND PATIENT CONFIDENTIALITY

We take data protection and confidentiality very seriously at the practice. Only authorised members of the clinical team have access to dental records and personal information. Should you wish to see your dental records, please speak to your dentist who will advise you of the procedure.

Your personal & dental records will remain confidential, secure and property of the practice.

If you wish to discuss sensitive issues away from the reception area, then please feel free to ask to speak to a member of staff privately and we will endeavour to talk to you in a separate room.

COMPLAINTS AND COMPLIMENTS

We aim to make your experience at the Ivy practice as pleasant as possible. If you have any complaints or compliments regarding our practice, you can approach any member of our team or write to Rachel Newsome, our Practice Manager.

We take all complaints very seriously and will address all complaints promptly. Any compliments you have let us know we are doing something right, there is a box at reception for your comments.

TEAM IVY

Principal Dentist and Practice Director:
Dr Malc Newsome BDS (GDC No: 74314)

Associate Dentists:
Dr Mahfuza Mannan (GDC No: 75774)
Dr Olivera Cret (GDC No: 205486)

Practice Manager and Director:
Mrs Rachel Newsome (GDC No: 106211)

Hygienist:
Mrs Brigitte Hashmi (GDC No: 4883)

Office Manager:
Claire Seaton (GDC 243313)

Dental Nurses:
Miss Adele Gow (GDC No: 187131)
Miss Kim Rainey (GDC No: 249471)
Miss Kerry Sawyer (GDC No: 125142)
Miss Charley Kelly (GDC No: 294985)

Apprentice Dental Nurses:
Amy Roberts

You can express a preference about which dentist you see and endeavour to accommodate your request, but this may not always be possible.

EMERGENCY COVER

If you are a patient at the Ivy Dental Practice and have a problem during surgery hours, please telephone the practice on **0161 480 2913**. Our Reception team will ensure that you are offered an emergency appointment with one of our Dentists.

If you are suffering a severe dental emergency e.g. severe pain, uncontrolled bleeding, or severe trauma to the face mouth or teeth you should attend your nearest accident and emergency department.

Practice Members may also telephone:

0333 3580 477 (24hrs) Worldwide in an emergency

Parking is available behind the Masonic Guildhall next door for a small charge.

|

BDA Good Practice
CELEBRATING **19** YEARS **Member**



WELCOME TO THE IVY DENTAL PRACTICE



161 Wellington Road South
Stockport
SK1 3UA

Tel: 01614802913

Email: ivydental@sky.com

www.theivydentalpractice.co.uk

Opening hours:
Monday to Friday
8.40 to 5.30