

## Welcome

Thank you for choosing St Marys Dental Practice as your dental practice. We aim to provide a comprehensive dental service for all patients and are particularly proud of our record and expertise in treating the very nervous. The prevention and treatment of tooth decay and gum disease is our aim.

This leaflet is here to tell you all about our practice. Should you have any further questions, please contact the practice and speak to a member of the team on 01353 662159 who will be able to assist you.

The practice provides high quality dental care to the local community. We understand the needs of our patients and ensure their treatment is done in complete confidence by well trained staff. We always involve our patients in decisions about their care.

Our practice has been adapted to allow wheelchair access via removable ramps at the front door where there is a doorbell linked to reception.

There is a portable hearing loop available in the practice and assistance dogs are welcome.

There are 4 surgeries downstairs and 3 surgeries upstairs.

## Booking an appointment

To book appointments at the practice please contact our reception team on 01353 662159 who will be happy to assist you.

If it is your first appointment please arrive 10 minutes early to complete the registration forms which can be found on our website or in reception. You will need to provide the details of your doctor and of any health conditions and medications you are taking. Because regular check-ups are important, at the completion of treatment, you will be invited to book a recall appointment at reception.

## Meet the Team

### Dentists

**Tom Norfolk** BDS MFGDP (UK) RCS Eng LLM 1992  
General dental practitioner GDC Reg-68112 (Holds NHS contract and practice owner/business partner)

**Nicola Herrington** BDS 1995  
General dental practitioner GDC Reg-70894 (Holds NHS contract and practice owner/business partner)

**Marek Klosinski** Lek Stom 2006  
General dental practitioner GDC Reg-103317

**Chloe Richardson** BDS 2015  
General dental practitioner GDC Reg-258911

**Jaina Shah** BDS 2008  
General dental practitioner GDC Reg-154487

**Monika Kuzniewska** Lek Dent 2005  
General dental practitioner GDC Reg-101214

**John Wren** BDS 1992  
General dental practitioner GDC Reg-68505

**Salman Sheikh** BDS 2018  
General dental practitioner GDC Reg-278092

**Suhen Selva** BDS 2019  
General dental practitioner GDC Reg-284383

The dentists are supported by our committed team of dental hygienists, dental nurses, receptionists and a practice manager.

We offer the hygienist service on a private basis. We have 4 hygienists; Anna Charters, Linda Allison, Jessica O'Connor and Amy Mace.

For more information on our Dental Care Professionals please see our "Team" board in the entrance to reception which includes photos, qualifications and GDC numbers. We also have photos and names displayed for our reception team.

## Training

We are pleased to be a training practice for newly qualified dentists with Health Education England. We also have junior nurses who undergo training at the practice.

### What Kind of Treatments do we offer?

We provide private and NHS treatment to members of the community.

Private treatment includes cosmetic dentistry, implants, tooth whitening and Hygienist services. For further information on our full range of services, please speak to a member of the team who will be happy to assist you or visit our website [www.stmarysdentalely.co.uk](http://www.stmarysdentalely.co.uk)

If you request or require treatment not offered at our practice, we can discuss a referral with you to an NHS service or a private dentist.

### Payment

We will give you a written treatment plan which will include what treatment you are having done and the cost for this treatment. This will be provided for NHS and Private treatment.

We accept payment by cash and all major credit or debit cards. Under NHS regulations the practice is entitled to ask you for payment for all NHS treatment on booking your treatment appointment.

If you do not pay for your NHS treatment please bring evidence of this to your appointment.

Fee lists are available at reception and on our website.

### **What if I want to make a comment or complaint?**

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please ask to speak to our Practice Manager Laura Hendry on 01353 662159 or email [reception.stmarysdentalpractice@gmail.com](mailto:reception.stmarysdentalpractice@gmail.com) alternatively, we can provide you with a copy of our complaint's procedure. We always welcome feedback from our patients and appreciate your time to fill out our patient surveys.

If you are not satisfied by any practice complaint outcome you may contact the Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA. Tel: 020 8253 0800

### **Patient confidentiality**

We take patient confidentiality extremely seriously at St Mary's Dental Practice and all personal information is treated in the strictest confidence. No information will be released to a third party without your express permission or where required by law. We have a strict confidentiality policy and data protection policy. To see a copy of these policies or if you would like further information regarding your rights to view your patient records then please ask at reception or speak to our practice manager.

### **Practice policies**

If you would like a copy of one of the following policies please ask at reception

- Infection control
- Complaints
- Patient confidentiality

### **Opening hours**

The practice is open from 8:30 am - 5 pm Monday, Wednesday and Friday, 8:30 am - 7 pm Tuesday and 8:30 am - 6 pm Thursday. Appointments outside of these times are sometimes available by arrangement.

The practice closes for the lunch hour between 1pm and 2pm. Should you have a dental emergency outside of these times please telephone the surgery and our answer phone will give you details of the dental out of hours service.

Missed appointments waste time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, 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. We will of course consider special circumstances.

We will never tolerate violence or abuse in our practice to other patients or our staff. If this occurs we will refuse future treatment.

### **Primary care organisation**

Information about local NHS dental services can be obtained from NHS England, Victoria House, Capital Park, Fulbourn, Cambridgeshire, CB21 5XA  
Telephone-0113 825 5320

Alternatively, you can contact *NHS Direct* on [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or telephone 111

**If you require a copy of this leaflet in large print, please ask at reception.**



**ST MARY'S DENTAL PRACTICE**



### **Contact Details**

You can contact the practice via

Telephone- 01353 662159

Email- [reception.stmarysdentalpractice@gmail.com](mailto:reception.stmarysdentalpractice@gmail.com)

Address- 26 St Mary's Street, Ely, Cambridgeshire, CB7 4ES

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