

CANCELLATIONS: If you are unable to keep your appointment, please let us know as soon as possible so we can give the appointment time to someone else. Please notify us with at least 24 hours' notice if you need to cancel an appointment; failure to do so may incur a charge. If you fail to attend your appointment on a number of occasions or short notice cancel a number of times, we may no longer be able to offer you further appointments at the practice.

PAYMENT POLICY: It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken. After your initial examination appointment, your dentist can provide you with a written treatment plan which includes the costs of each appointment. We can arrange finance plans for certain treatments; if this is something that interests you please speak to the reception team who can discuss your options with you. Under 18's are entitled to one check-up a year in Guernsey free of charge. Please speak to the reception staff in order to be able to claim this.

ZERO TOLERANCE: We ask that you treat our staff with the same respect you expect from us. We will not tolerate violent or abusive behaviour, physical or verbal, towards any members of staff, other patients or anyone else on the premises. We have the right to refuse to see any patient who behaves in this manner and you will be asked to leave the premises.

CONFIDENTIALITY: Patient confidentiality at our practice is taken extremely seriously and all information about our patients is treated with the strictest confidence in accordance with our procedures. Appropriate software controls are used to protect computerised records. We do not release information to a third party without your written permission, unless the information is required by law.

COMMENTS ABOUT OUR SERVICE: We hope you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so we can investigate with a view to improving our service. In case of any complaints you should contact the practice and our staff will explain our complaints procedure to you and provide a copy for your reference.

**General
Dental
Council** | protecting patients,
regulating the dental team

BDA
British Dental Association

 **Royal College
of Surgeons**
FACULTY OF DENTAL SURGERY

www.kingsmills.gg | reception@kingsmills.gg | 01481 255311
KINGS MILLS DENTAL PRACTICE, RUE A L'EAU, CASTEL, GY5 7AN



Welcome to Kings Mills Dental Practice!

OPENING HOURS:

Monday	8.30am – 7.00pm
Tuesday	8.30am – 5.30pm
Wednesday	8.30am – 5.30pm
Thursday	8.30am – 7.00pm
Friday	8.30am – 5.30pm
Saturday	Closed
Sunday	Closed

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WELCOME TO KINGS MILLS DENTAL PRACTICE: We are a well-established dental practice providing general dentistry, family dentistry and orthodontics. We are proud of the service and care that we provide to our patients and ensure that you are always involved in decisions about your dental care. This leaflet introduces you to our practice, our team and the services we provide as well as additional information you may need.

If you are new to the practice or if you are an existing patient, we operate an open practice policy so where possible, patients are able to choose which dentists they wish to see.

Details of our current private fees are available on our website along with further information on our range of services. Should you have any further questions that are not covered in this leaflet, please contact us and we will be happy to help.

If you have any worries or fears, please tell us about them so that we can help to dispel them and make your visit to us as pleasant as possible.

ABOUT US: Our aim is to provide quality dental treatment in a relaxed and friendly atmosphere, with a commitment to preventative dental care. In dentistry, prevention is always better than cure and looking after your teeth minimises the amount of dental treatment you should need (and minimises the amount of visits to us too!) We encourage our patients to receive regular dental care to achieve and maintain good oral health.

We aim to improve our patient's self-esteem, self-image and confidence by offering professional dental services of the highest quality. We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives. We aim to communicate with our patients in a courteous, friendly and professional manner and listen to your views and wants. We encourage you to participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.

SERVICES WE OFFER:

- A thorough examination of your mouth, teeth and gums
- Advice on how to keep your teeth and gums healthy
- Crowns and Bridges
- Dentures
- Orthodontics
- Root canal treatment
- Oral cancer screening
- Hygienist appointments
- White fillings
- Cosmetic Dentistry including Composite Bonding
- Extractions
- Treatment of oral trauma
- Teeth whitening

ACCESS: We have on-site parking at our practice. The entrance can be accessed from the road Rue A L'eau. Our practice has two entrances, one with steps and one with a slope and hand rails down to reception. All of our treatment rooms, as well as our reception area and patient toilet are accessible for wheelchair users. Please let us know your requirements when booking your appointment and we will do our best to put suitable arrangements in place to accommodate you.

MEET OUR TEAM!: Our experienced and highly skilled team are dedicated to providing care for our patients in a friendly and relaxed atmosphere.

Dentists – will develop a plan to suit your treatment needs.

Louise Toney. *Dentist and Practice Owner.* BDS Manchester. GDC number 74591.

Keith Otty. *Dentist and Practice Owner.* BDS Bristol. GDC number 80827.

Michelle Chamberlain. *Dentist.* BDS Birmingham. GDC number 65905.

Ellie Otty. *Orthodontic Practitioner.* BDS Kings College. Dip Ortho Warwick. GDC number 79783.

Hygienist – provides all treatment related to maintaining your gum health and other preventative treatments.

Claire Waters. *Dental Hygienist.* Dip DH Manchester. GDC number 2865.

Clinical Manager – ensures the practice runs smoothly and is responsible for any enquiries.

Vanessa Turian. *Clinical Manager and Qualified Dental Nurse.* GDC number 276714.

Dental nurses – are there to help and support you during your visit and are able to provide information and advice.

Nadia Santos. *Qualified Dental Nurse.* GDC number 305475.

Lydia Le Sauvage. *Qualified Dental Nurse.* GDC number 277604.

Nisia Castro. *Trainee Dental Nurse.*

Leinina Le Breton. *Trainee Dental Nurse.*

Receptionists – our experienced staff help with arranging appointments and answer any queries

Carol Hall. *Receptionist.*

Karen Shaw. *Receptionist.*

LANGUAGES SPOKEN: English and Portuguese.

APPOINTMENTS: Our reception team are available to help you with any queries relating to your treatment and booking appointments. Please give us a call, send us an email or pop into the practice and they will be happy to help. We will try to offer you an appointment as soon as possible at a convenient time for you. We provide text reminders 48 hours prior to your appointment. If you are attending an appointment for the first time or haven't been in a while, you will be required to fill in a medical history form so please bring your glasses if you need them!

EMERGENCIES: During normal surgery hours please contact us by telephone and we will arrange an appointment for you as soon as possible. Should you have a dental emergency outside of the practice opening hours, please call us on 255311 and our answerphone will give you the details of the on-call dentist who will be able to provide advice and care.