

**Thank you for choosing Ampthill Dental Practice, Miss K Saxby and Associates as your dental Practice. I would like to take this opportunity to welcome you and tell you about the services and facilities available at the practice.** Should you have any

questions please do not hesitate to speak to us. Your overall well being is our priority. Infection control and cleanliness are scrupulously implemented for you safety. The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care. You can feel secure in the knowledge that our dental team members will always do their very best to accommodate your and make you feel at home. I look forward to getting to know you and your family.

*Kay Saxby*

### Treatment and Charges

Private and some NHS treatments are both available at this practice. For further information on our full range of services, please contact a member of our reception team.

If you would like to become a new private patient or would like details please ask at reception. If following a check up you need further treatment, we will give you a treatment plan showing the estimate of costs involve. This may alter as your treatment progresses or as a result of radiographs. Should it change significantly we shall inform you. We accept the following methods of payment at the practice: Cash, cheque and all major debit cards.

### The Practice

In addition to our dentists, dental nurses and receptionists who are committed to your oral health, our team is complemented by several hygienists who are trained in all aspect of dental care including scaling and polishing teeth, smoking cessation advice and to give advice on promoting oral health.

#### Our Dentists

Miss K Saxby ( Retired)	GDC Registration Number 51660
Miss Laura Doherty	GDC Registration Number 85842
Miss Niamh Doherty	GDC Registration Number 271040
Mr Dhivesh Patel	GDC Registration Number 177899
Mr Suraj Patel	GDC Registration Number 228278

#### Our dentists are supported by:

##### Hygienists

Mrs Lorna Stewart	GDC Registration Number	3174
Miss Kayleigh Quinn	GDC Registration Number	264377
Miss Muriam Raschid	GDC Registration Number	150613
Miss Melissa Evans	GDC Registration Number	245029

##### Dental Nurses

Shannon Burr	GDC Registration Number	283179
Lucia- Mirabela Chiran	GDC Registration Number	289174
Megan Ellis	GDC Registration Number	253950
Jemma Fletcher	GDC Registration Number	122040
Hannah Groom	GDC Registration Number	281838
Cheryl Soper	GDC Registration Number	119000

#### Trainee Dental Nurses and Apprentices

Perfection Akinwande  
Jessica Head

#### Reception Team

Mrs Debbie Leece  
Mrs Sharon Goodyear

### Directions

The practice is located within a large Victorian house on the corner of Dunstable Street and Oliver Street within walking distance of the centre of the charming market town on Ampthill.

We are visible from the main road by our distinctive green front door and iron railings.

There is car parking available for our patients to the rear of the practice, accessible via the driveway to the side of the building. The main entrance to our reception area is via the door adjacent to the car park.



*Ampthill*  
**Dental Practice**  
Miss K Saxby and Associates

*Friendly, modern family dental care.*

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Ampthill Dental Practice,  
Miss K Saxby and Associates Dental Surgery  
Wilmington Lodge  
19 Dunstable Street  
Ampthill, MK45 2NJ  
Tel 01525 403205  
E-mail: [info@ampthilldentalpractice.co.uk](mailto:info@ampthilldentalpractice.co.uk)

Monday to Friday 8.30am to 5pm.

## Special Services

In addition to routine services this practice offers:

**Hygienist services** - including treatment of gum disease , oral hygiene instruction and stain removal  
**Tooth Whitening** - including home and “ ZOOM” whitening  
**Cosmetic dentistry** - for a better smile including crowns, veneers and bridges to replace missing teeth  
**Fissure Sealants** - to prevent tooth decay  
**Sports Mouthguards** - to protect your teeth  
**Six month Smile Orthodontic Treatment**  
**Invisalign Orthodontic Treatment**  
**Placement and Restoration of Dental Implants**

## Emergency Service

If you are in pain during surgery hours, please telephone and every effort will be made to see you as soon as possible. Emergency appointments are available from 8.30 am . Should you have a dental emergency outside of the practice opening hours, please call 111 who will be able to assist you. This is a service provided by NHS Direct , which is responsible for commissioning dental services in this area. If you need to see a dentist arrangements will be made although not necessarily with someone from this practice.

If any aspect of your dental health concerns you, no matter how trivial it may seem, please discuss it with us.

## Cancellation and Missed Appointments

Missing appointments wastes 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 48 hours' notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit. For our private patients, our policy is that if, patients cancel with less than 2 working days notice or do not attend an appointment, it is with regret that a charge will be levied to cover the time set aside for the appointments.

## Dental Care

We stock a full range of dental hygiene products such as toothbrushes, mouthwashes, dental floss and Tepe brushes. Please ask one of our receptionists who will be happy to help you.

## NHS Treatment

We provide the full range of NHS treatment except orthodontics and sedation to all members of the public.

The NHS provides treatment necessary to secure oral health. There are some treatments mainly hygiene appointments and cosmetic treatments which are not available under the NHS and you may choose to have these privately. You may also choose to have some treatments provided as an alternative to NHS treatment. We are happy to discuss these options with you.

At present we do not currently have space for new NHS patients for general dentistry.

Please note that patients who fail to complete a course of NHS dental treatment may need to pay a further charge, if they return at a later date to continue with their dental treatment.

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment in order to ascertain and agree your treatment needs.

If you have not attended the practice as a NHS patient for longer than 18 months you will be considered as a new patient and NHS treatment may no longer be available to you.

## NHS Patient Information

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care.

If you do have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

## Patient confidentiality

We take patient confidentiality extremely seriously at Amphill Dental Practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

## Additional information

- We aim to make your experience at the practice as pleasurable as possible We welcome all feedback and operate a full complaints procedure. Please contact Miss L Doherty on 01525403205 or [info@amphilldentalpractice.co.uk](mailto:info@amphilldentalpractice.co.uk) who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception.
- Further information about local NHS dental services may be obtained from: NHS England Hertfordshire and South Midlands Area Team, Charter House, Parkway, Welwyn Garden City, Hertfordshire. AL8 6JL Tel: 0113 824 8686 Alternatively contact NHS Direct on 111.
- In the event of ANY member of staff being abused either physically or verbally, the person or persons responsible will be removed from the practice list and prosecution may be sought.
- All patient data is held in strict confidence and in accordance with the Data Protection Act. If you wish to view data held about you please contact Miss L Doherty.
- You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.
- The following languages are spoken at the practice: English
- Amphill Dental Practice is owned by Miss K Saxby . The NHS Contract held in partnership by Miss K Saxby and Miss L Doherty.
- Practice policies available on request including: infection control policy, confidentiality policy and complaints policy.