



✉ [info@2020dental.co.uk](mailto:info@2020dental.co.uk)  
🌐 [www.2020dental.co.uk](http://www.2020dental.co.uk)

🏠 89 Rising Brook, Stafford, ST17 9DH

Tel. No – 01785 594574

## **Welcome to our Practice**

### **Dentist**

**Mr Damian Hopper** GDC No: 62687 B.D.S. (U B'ham 1987)

### **Practice Manager/Nurse:**

**Lauren Clancy** GDC No: 219527

**Thank you for choosing 2020DentalCare**

We are a relatively new dental practice in Stafford set up in 2020 during the Covid pandemic with a very experienced team.

We pride ourselves in providing high quality dental care for registered patients in a specifically designed Covid safe environment. We understand our patient's needs, ensuring their treatment is carried out in complete confidence and safety by our highly experienced and competent team using the most up to date equipment and materials.

We also ensure that you are fully involved in decisions about your care. This leaflet outlines the services that are available to you as a Denplan or private patient. We are always available should you wish to further discuss any information contained in this leaflet.

**Appointment times** - Every effort will be made by us to see you at your appointed time.

Our Dentist has a very full appointment diary - if you are unable to keep an appointment, we kindly ask that you give as much notice as possible - at least 24 hours in order that other patients can be accommodated.

As a team, we respect that your time is precious, in return we ask that you respect ours too.

### **Practice opening hours:**

Monday to Friday 9am to 5pm (Appointments are available outside these times by special arrangement)

### **Emergency appointments (during working hours)-**

Emergency slots are allocated every day on a first come basis. Please contact the practice as soon as possible should you feel you require urgent treatment.

### **Emergency appointments (out of hours)-**

Denplan patients should contact the practice land line as normal, and the answer phone will give you further instructions. There will be a call out charge of £150 for **non** Denplan registered patients. This service is FREE for Denplan registered patients.

**Missed appointments** –If you are unable to keep an appointment, we kindly ask that you give us as much notice as possible. If less than 24 hours' notice is given, or if you fail to attend, a charge may be made.

**Updated June 2021**

2020



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### **Confirming your next appointment –**

An appointment e-mail will be issued to all patients to confirm future appointments booked. Patients will receive an email 2 weeks before their appointment is due and a text message reminder 1-2 days prior to your appointment.

### **Paying for your dental care-**

It is our policy to give patients full information about the cost of any dental work before any treatment is undertaken. A list and explanation of current fees is available from reception on request and on our website. A written estimate and treatment plan will be provided once you have seen the dentist. We offer a range of payment methods- cash, credit/debit cards as well as bank transfer via BACS.

We offer a range of ways to pay for your Dental Care:

- 1) Join Denplan Essentials - Helps you spread the cost of your regular dental care with affordable monthly payments and includes a 10% discount off most dental treatments and dental sundries. You will also benefit from worldwide dental injury and emergency cover.
- 2) Join Denplan Care - this covers ALL your routine dental care (excluding Laboratory fees). You will also benefit from worldwide dental injury and emergency cover.
- 3) Remain as a fee per item Private patient, however, you will not be able to benefit from the discounts offered by being a member of a plan.

Please ask at reception for further information.

### **Cross Infection-**

Patients deserve to be treated in a safe and clean environment with consistent standards of care provided every time they attend the practice and receive treatment. It is essential that the risk of person-to-person transmissions of infections is minimised as much as possible. Lauren is our Decontamination Lead for the practice. Her key responsibilities are to ensure that practice disinfection procedures are correctly followed and regularly audited. We have a dedicated sterilising room with high spec equipment to maintain these standards as well as comprehensive service contracts to maintain the equipment.

All staff who work in sterilising are immunised against Hepatitis B and receive thorough and regular training.

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### **Data Protection-**

The need for the strict confidentiality of personal information is taken very seriously. The practice's data protection code of practice and information governance provides the required procedures to ensure that all staff comply with the 2018 General Data Protection Regulations (GDPR). It is a condition of employment that everyone at 2020Dental Care complies with this code of practice. Our privacy notice is available on our website.

### **Practice facilities-**

Ground floor-Initial Screening room, reception and waiting room, a patient toilet and treatment room.

Upper floor- Decontamination room, Donning Room and staff training room

### **Staff safety-**

Our staff have the right to work in a safe and supportive environment. Harassment of any kind towards staff will not be tolerated. Violence against our staff is a criminal offence and will result in action being taken against you.

### **Safeguarding children and vulnerable adults-**

We take child protection seriously and will respond to concerns about the welfare of any child or vulnerable adult in our care.

### **Complaint's procedure-**

We firmly believe in good communications and working together in partnership with you. If, for whatever reason you are dissatisfied with any aspect of our service and or treatment provided by one of our Dental Professionals, please let us know and we will do our best to rectify the situation. If you wish to make a complaint in writing, we will provide you with a copy of our complaint's procedure. Alternatively, you may also contact the patient advice and liaison service on 0800 328 3205.

### **Giving feedback or making a complaint-**

You can give positive or negative feedback by firstly talking to us about your experience and giving us the opportunity to deal with your concerns. Another method is to complete the private patient feedback form which is available on our website or by scanning the Denplan QR code in reception. This can be completed anonymously if you wish. In addition to our own practice policy further feedback or complaints information is available on request at reception, our complaints procedure is available on our website.

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**Access to the practice-** Limited car parking spaces are available at the front of the practice and high demand often presents a problem. There are several car parking areas nearby which you may find more convenient. Rising Brook Co-op often has spaces and is only a few minutes walk from the practice.

Please check our website for practice locality and directions – [www.2020dental.co.uk](http://www.2020dental.co.uk)