



A guide to our dental services for new and existing patients

Welcome to Kirkheaton Dental. This leaflet contains information about the services we provide, appointments and who to contact for further information or assistance.

The Team

At Kirkheaton Dental, our dentists, dental nurses, dental hygienists and reception staff will always aim to provide a high standard of care and service for patients.

Accessibility



- ✓ Disabled Access
- ✓ Urdu, Punjabi, Gujrati
- ✓ Google Translate
- ✗ Accessible Toilet
- ✗ Baby Changing Facilities

Appointments

- ✓ Choice of dentist (where possible)
- ✓ DENPLAN / PRIVATE / NHS (where available)
- ✓ Direct access appointments (Hygiene only)

NHS dentists follow National Institute for Health and Clinical Excellence (NICE) guidelines.

Recalls usually recommended at intervals of 3, 6, 9, 12, 24 months.



01484 515913 to talk to our friendly team

STAFF MEMBERS

Dentists

- ✓ Dr Alia Haq GDC no. 79186 BDS Manchester 2001 MJDF RCS (Eng)
- ✓ Dr Laura Crompton GDC no. 192795 BChD University of Leeds 2010

Hygienist / Therapist

- ✓ Katie Hardwick GDC no. 179821 Dip in Dental Hygiene and Therapy University of Leeds 2014

Nicole & Lucy – GDC registered dental nurses
Michaela – dedicated receptionist

Opening hours:

Monday	09.00 – 17.00
Tuesday	09.00 – 17.00
Wednesday	09.00 – 17.00
Thursday	09.00 – 17.00
Friday	09.00 – 17.00

Closed Bank Holidays & Weekends

Please note the practice is closed between 1pm – 2pm for lunch daily

Cancellations



If you cannot attend call 01484 515913 ASAP so we can offer it someone else.



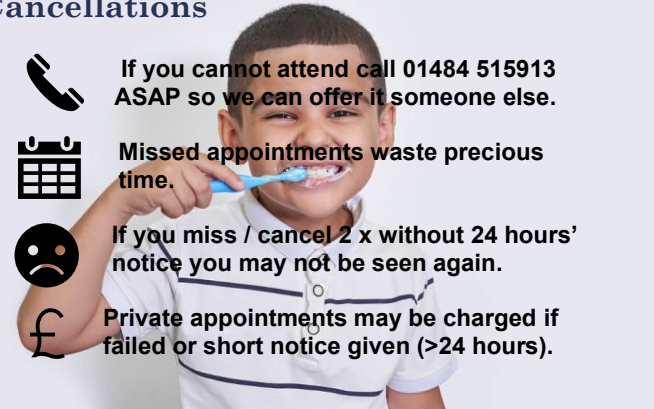
Missed appointments waste precious time.



If you miss / cancel 2 x without 24 hours' notice you may not be seen again.



Private appointments may be charged if failed or short notice given (>24 hours).



CONTACT US:

13 Bankfield Lane
Kirkheaton
Huddersfield
HD5 0JE
T: 01484 515913
E: kirkheatondentist@gmail.com
W: www.kirkheatondental.co.uk



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Help with costs

For more advice on receiving help with the cost on NHS dental treatment, go to www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx

Urgent treatment & out of hours



For NHS patients such treatment should be provided within 48 hours where possible.

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.



111 for URGENT care out of normal hours - on evenings or weekends only including bank holidays

This service is not provided by the practice but commissioned by NHS England and should only be used out of hours.

Specialist services

We may refer you if you require specialist treatments

- sedation / general anaesthetic
- orthodontics
- endodontics
- community dental services
- complex treatments

Your Rights and Responsibilities

You are entitled to;

- a thorough exam of your mouth;
- a full explanation of your treatment options; a written treatment plan (including costs);
- information about NHS charges clearly displayed in the practice;
- advice on how to keep your teeth and gums healthy;
- information about this practice and its services
- a care and treatment summary if you decide to transfer to another dentist;
- make a complaint if you are not happy

You are responsible for;

- 24 hours' + notice to cancel or change an appointment.
- following your dentist's advice to prevent tooth decay and gum disease;
- paying your bill promptly;
- bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown you may have to pay for treatment;
- treating our staff with courtesy and respect

NHS CHARGES

Band 1 - £27.90
 Band 2 - £76.60
 Band 3 - £332.10

Your dental records

Your dental records will remain confidential and secure in line with GDPR / ICO. Where records detail NHS care, from time to time we may need to release these to NHS England or the NHSBSA as part of our ongoing clinical review process.

ZERO TOLERANCE

We may refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform appropriate authorities and NHS England.

Comments about our service

If you would like to comment on our service, please contact us first at the practice or alternatively you can contact.

NHS treatment:

- 1) NHS England (0300 3112233 or England.contactus@nhs.net) or
- 2) The Independent Complaints Advocacy Service (www.seap.org.uk/icas or 01256 463758)
- 3) General Dental Council (www.gdc-uk.org or 020 7167 6000), or your local Citizens Advice Bureau.
- 4) CQC (<https://www.cqc.org.uk/give-feedback-on-care?referrer=contactus>)

A copy of our full complaint's procedure is available at the practice

We have agreed with NHS England to provide NHS services to adults and children with all necessary treatment.

Spaces are limited and we do not currently operate a wait list.