

## CHARGES

NHS and private treatment fees change on an annual basis. Following a detailed examination by your dentist, we will discuss with you a treatment plan of your choice, together with an estimation of charges.

### Some NHS patients are entitled to full exemption of charges:

- Age under 18
- Under 19 and full-time education
- Pregnant or have had a baby in the last 12 months

### You also do not have to pay if you are receiving:

- Income support
- Income related employment and support allowance
- Income-based job seekers allowance
- Pension credit guarantee credit
- Universal credit

Or

- If you are named on a valid NHS tax credit exemption certificate
- You are named on a valid HC2 certificate

### Partial help with costs

- If you are named on a valid HC3 certificate, you may not have to pay the cost for all your treatment

## YOUR RIGHTS AND RESPONSIBILITIES

You are entitled to:

- A thorough examination of your mouth, teeth and gums
- A full explanation of your treatment options
- A written treatment plan (including costs)
- Clear information about dental charges
- Advice on how to keep your teeth and gums healthy
- Information about this practice and the services available
- A care and treatment summary if you decide to transfer to another dentist
- Make a complaint if you have any concerns with your treatment and care

## YOU ARE RESPONSIBLE FOR:

- Giving at least 24 hours notice if you have to cancel or change an appointment
- Following your dentists advice to prevent tooth decay and gum disease
- Paying your bill promptly
- Bringing proof of entitlement when claiming free or reduced NHS costs of treatment, if no proof is shown your eligibility will be checked
- Treating our staff with courtesy and respect

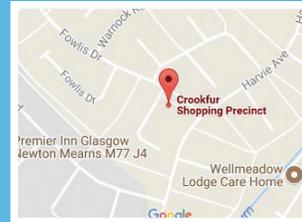
### MEARNS DENTAL PRACTICE

3 Eaglesham Road,  
Newton Mearns,  
Glasgow, G77 5BW  
T: **0141 639 3254**



### CROOKFUR DENTAL PRACTICE

Unit 6 Crookfur Shopping  
Precinct, Harvie Avenue,  
Glasgow G77 6TR  
T: **0141 639 8354**



## OPENING HOURS

Monday	9 - 12.45	2.15 - 5.45pm
Tuesday	9 - 12.45	2.15 - 8pm
Wednesday	9 - 12.45	2.15 - 5.45pm
Thursday	9 - 12.45	2.15 - 5.45pm
Friday	9 - 12.30	1.30 - 4.30pm
Saturday	9 - 12.30	

For any general enquiries about local NHS dental services, please contact Greater Glasgow & Clyde Health Board on **0141 201 4209**



# MEARNS

DENTAL PRACTICES



## MEARNS

DENTAL PRACTICES

[enquiries@mearnsdentists.co.uk](mailto:enquiries@mearnsdentists.co.uk)  
[www.mearnsdentists.co.uk](http://www.mearnsdentists.co.uk)

[enquiries@mearnsdentists.co.uk](mailto:enquiries@mearnsdentists.co.uk)  
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# MEARNS

DENTAL PRACTICES

Welcome to our dental practice and thank you for choosing to come to us for your dental care.

This leaflet will give you some important information about our practice and the services we are pleased to be able to offer you.

## THE DENTAL TEAM

### Dentists | Partners

**Craig L Taylor**  
BDS 1981 Glasgow

**Lyndsey Chalmers**  
BDS 2000 Glasgow

**Eloy Lopez**  
LIC ODONTO 2009 Madrid

## ASSOCIATES

**Fiona Quigley**  
BDS 1986 Glasgow

**Thiba Moghul**  
BDS 2007 Glasgow

**Lesley Dardis**  
BDS 1988 Glasgow

## DENTAL HYGIENISTS

- Full time at both practices

## DENTAL THERAPISTS

- Not currently available

## PRACTICE MANAGER

- Victoria Riddoch

## DENTAL NURSES

- All either training or qualified and GDC registered

A full staff list is available on our web site.

All team members participate in regular professional development and continuing education to keep their skills and knowledge up to date.

## SERVICES AVAILABLE

We carry out all forms of NHS and private treatment and we also offer Denplan which is nationwide private dental insurance scheme. NHS dental treatment includes all care necessary to secure and maintain oral health.

Additionally, we provide a full range of private treatments which gives the patients a choice of options not available on the health service (for example cosmetic treatments).

### Among the services we can provide are:-

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Routine Check-Ups           | <input checked="" type="checkbox"/> Tooth Whitening   |
| <input checked="" type="checkbox"/> Routine Restorations        | <input checked="" type="checkbox"/> Implants          |
| <input checked="" type="checkbox"/> Dentures                    | <input checked="" type="checkbox"/> Facial Aesthetics |
| <input checked="" type="checkbox"/> Crowns, Bridges and Veneers | <input checked="" type="checkbox"/> Mouth Guards      |
| <input checked="" type="checkbox"/> Hygiene & Preventive Advice |   |

We can also refer you to another dentist if you require specialist treatment e.g. orthodontics.

## APPOINTMENTS

Enquiries can be made via e mail but appointments must be booked either by telephone or in person. We will courteously remind you when your routine appointments are due with either a text message or a post card.

We respect our patients time and make every effort to remain on schedule. If you are kept waiting there is normally a good reason. Please excuse us and be patient. We will try to complete treatment in as few visits as possible.

## EMERGENCIES & OUT OF HOURS CARE

Your discomfort is our immediate concern. In the case of an emergency, call immediately and we will arrange for you to be seen as soon as possible. You will, in normal circumstances, be offered an appointment within the next 24 hours.

Our out of hours emergency care is supported by NHS 24. Details of this service are given on our answering machine messages when the surgeries are closed.

## CANCELLATIONS OR MISSED APPOINTMENTS

We would appreciate at least 24 hours' notice if an appointment must be cancelled or changed. This enables us to make alternative arrangements to see other patients in need of urgent dental care.

A charge will be made for failed appointments or late cancellations at a rate of £15/15 minutes.

## DISABLED FACILITIES

Both our practices are at street level and the surgeries are accessible to wheelchairs. We have toilets adapted for use by a disabled person. Domiciliary (home) visits can also be arranged in the local vicinity if necessary.

## CONFIDENTIALITY

The privacy and dignity of patients is respected at all times. Records of all consultations and treatments are kept in patients notes. The practice has a strict policy of patient confidentiality and all information and records are kept securely.

## COMMUNICATION & COMPLAINTS

We welcome all feedback and operate a full complaints policy and procedure. Please speak to our Practice Manager for further details on this if necessary. If you have any suggestions that you feel could improve our patients experience, please share it with us.

[www.mearnsdentists.co.uk](http://www.mearnsdentists.co.uk)