

### Protection of our staff

Our staff have a right to work in a protected environment, in the rare event of patients becoming abusive or violent the practice reserves the right to terminate any treatment provision and notify the local PCT of such action.

### NHS Direct

Contact details for NHS Direct Tel 0844 4647 or online at [www.sheffield.nhs.uk/nhsdirect](http://www.sheffield.nhs.uk/nhsdirect)

### Data protection

The practice operates strict protocols over patient data and confidentiality

### How can I find an alternative dental practice?

Details of primary care providers of dental services within the area may be obtained from NHS Sheffield. 722 Prince of Wales Road, Sheffield S9 4EU Tel 0114 305 1000. The Dental Care routine helpline is 0114 305 1510

### Practice Charter

We aim to provide good quality care in a professional and comfortable atmosphere to patients who are supportive of the practice team and their aims by:

1. Spending sufficient time with patients.
2. Using modern good quality materials and techniques.
3. Charging reasonable prices and offering a choice of payments
4. Whenever possible seeing patients on time and giving an apology if we run late.
5. Promoting good communication with patients.
6. Valuing staff at all levels and support continuing staff training.

Patients can help us to achieve these aims by:

1. Attending for appointments on time and giving adequate notification of cancellation.
2. Settling accounts prior to completion of treatment.
3. Attending the practice regularly and following the professional advice given.
4. Providing feed back on all aspects of the service in a friendly and courteous manner.
5. Understanding the need for ongoing change to provide a good quality service.



# TAPTONVILLE HOUSE DENTAL

....something to smile about

## Information for patients

### Principals & Directors

#### Managing Director

Nigel Mallon BDS MAT 1985

#### Director

Sue Mallon BDS 1986

### Associates

Jason Clarke BDS 1989

Tim Cudmore BDS 1989

Mary Farnell BDS 1976

Neil Sheehan BDS MFGDP (UK) 1977

Ruth Sheehan BDS 1977

1 Taptonville Road

Broomhill

Sheffield

S10 5BQ

0845 122787

[info@taptonvillehouse.com](mailto:info@taptonvillehouse.com)

Taptonville House Limited Co Reg 5944622



# Taptonville House Dental — your questions answered

## Who are we?

At Taptonville House we provide high quality treatment in a friendly environment. This includes both NHS and Private dental services. Established in 1996 by Nigel Mallon the practice has grown to care for over 15,000 patients. Our clients come across the city with a few patients travelling the length of the country for their regular care from our experienced team of dentists

## What do we offer?

We provide the standard range of NHS and private dental services within the practice with additional special care in Endodontics, Minor Oral Surgery and provision of domiciliary visits. Furthermore we are able to refer to a wide range of dental professional specialists.

## Can you improve my smile?

A wide range of modern techniques can enhance the look of your smile. We take great pleasure in providing advice and treatment that give confidence. These range from white fillings to bridgework, porcelain veneers or referral for specialist services. Please speak to our dentists who will be delighted to explain the range of treatments available. Ask for a Smile Assessment

## Can I see my regular dentist?

If you have a preference to be treated by a particular dentist please let our receptionist know when booking an appointment and we will try to accommodate your request . This cannot be guaranteed in periods of high demand or for emergency care.

## How do I make an appointment?

Please call our reception staff on 0845 1227787 or use [www.taptonvillehouse.com](http://www.taptonvillehouse.com) to book an appointment. Waiting lists for NHS appointments are lengthy and failing to attend may lead to your appointment joining the queue all over again. Please call to give 24 hours notice so we are able to reallocate time appointments.

## How frequently should I attend?

Your dentist will recommend a suitable recall date based on your health care needs.

## When are you open?

The practice opens Monday to Friday 9am to 5pm. Additional early morning, later evening and weekend appointments are available on a private basis.

## I have an emergency—what can I do?

Daily urgent pain relief appointments are available on a first come first served basis on the day within the practice please call the practice on 0845 1227787 from 8.15am. Outside of normal hours urgent treatment is provided by the Sheffield PCT by calling PrimeCare on 0844 736 8440

## How much will it cost and how can I pay?

Payment for NHS services provided is required in line with the published rates displayed on notice boards at the practice and should be made before the completion of treatment. Where treatment is provided on a private basis the charges will be explained clearly by the dentist prior to supply of the services. A payment in advance of 30% may be requested on the basis of the amounts involved. The practice accepts cash, cheques and standard credit and debit cards. We publish a tariff of private treatment costs

## Training

The practice works closely with the University of Sheffield providing supervised student experience for dentists approaching qualification and hygienist and therapy students. This is part of our ongoing commitment to the long term provision of public service levels. Occasionally your dentist may offer the opportunity to be examined or treated in the purpose built supervision facilities that are part of this programme. Full supervision throughout such treatment is assured.

## Do you have disabled access?

Our premises are accessible and DDA compliant with ground floor surgeries.

## Domiciliary Service

The practice provides domiciliary services under a PCT Residential Oral Care Service contract

## Can I use the car parking?

Our car park is available for patients however spaces are limited and cannot be guaranteed. Please allow sufficient time to find a parking space when attending and remove your vehicle on completion of the appointment to enable other patients to enjoy the facilities. Vehicles are parked at the owners own risk

## How can I complain?

If you are dissatisfied with the service level provided within the practice please contact The Principal. Full details of procedures are available on notice boards at the Practice or to NHS Sheffield Patient Advice Liaison 'PALS' 0800 085 7539