

### 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. 0845 4647 or online at [www.sheffield.nhs.uk/nhsdirect](http://www.sheffield.nhs.uk/nhsdirect)

### Data Protection

The practice follows strict protocols regarding 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 the [nhschoices](http://nhschoices) website



If you have a smart phone, you can scan the practice contact details into your phone with the following code:

## 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. Seeing patients on time whenever possible, and giving an apology if we run late
5. Promoting good communication with patients
6. Valuing staff at all levels, and supporting continual staff training

Patients can help us to achieve these aims by:

1. Attending 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 feedback on all aspects of the service in a friendly & courteous manner
5. Understanding the need for ongoing change to provide a good quality service



## TAPTONVILLE HOUSE



## Information for Patients

... something to smile about

**Managing Director & Principal**  
Nigel Mallon BDS 1986 MAT 1985

**Director & Principal**  
Susan Mallon BDS 1987

**Operations Director**  
Keith Mallon MBA BSc

### Associate Dentists

Sam Atkinson BDS 2011  
Sam Bakri DND 2001  
Amar Basu BDS 2000  
Richard Brogden BDS 2007  
Matt Clarke BDS 2003  
Jason Clarke BDS 1989  
Will Crank BDS 2011  
Tim Cudmore BDS 1989  
Mary Farnell BDS 1976  
Abigail France BDS 2015  
Matt Hills BDS 2013  
Emma Hinsley BDS 2016  
Anna Holden BDS 2011  
Dhivya John BDS 2011  
Andrew Kent BDS 2014  
Jonathan Lawrence BDS 2011  
Simon Manian BDS 2009  
Phil Mullen BDS 2009  
Victoria Nahabedian BDS 2011  
Zohaib Rauf BDS 2014  
Sarmithsa Solanky BDS 2004  
Sunit Vasir BDS 2006

### Therapists

Claire Pearson  
Dominic Smithers

1 Taptonville Road  
Broomhill  
Sheffield  
S10 5BQ  
0114 399 0888

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

Taptonville House Limited Co Reg 5944622

# Taptonville House Dental Practice



# 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 2000 by Nigel Mallon, the practice has grown to care for over 20,000 patients. Our clients come from 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 to instil our patients with confidence. These range from white fillings to bridgework, porcelain veneers or referral for specialist services. Please ask our dentists for a Smile Assessment, and they will be delighted to explain the range of treatments available.

## 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 0114 399 0888 or email [info@taptonvillehouse.com](mailto:info@taptonvillehouse.com) to book an appointment. Waiting lists for NHS appointments are lengthy and failing to attend may result in the practice being unable to provide care in the future. Please call to give 24 hours notice of any cancellation.

## How frequently should I attend?

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

## When are you open?

The practice opens Monday to Friday, 9am to 5pm. Evening and weekend appointments are available on a private basis. We also see NHS emergency patients in these times.

## I have an emergency — what can I do?

Daily urgent pain relief appointments are available on a first-come, first-served basis for registered patients - please call the practice on 0114 399 0888 from 8.15am on the day. Outside of normal hours, urgent treatment is provided by the calling the NHS '111' service.

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

Payment is required for NHS services provided - in line with the published rates displayed on noticeboards 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 and standard credit and debit cards, but not cheques. We publish a tariff of private treatment costs on our website.

## Training

The practice works closely with the University of Sheffield, providing supervised student experience for dentists approaching qualification, as well as hygienist and therapy students. This is part of our ongoing commitment to the long-term provision of public service dentistry. Occasionally your dentist may offer the opportunity to be examined or treated in the purpose-built supervision facilities that are provided as 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 facilities?

Car parking at the practice is for staff and disabled access ONLY. Please ensure you allow time to find parking in advance of attending your appointment.

## CCTV and Call Recording

We use CCTV in our practice premises, and the practice principal is responsible for the operation of this system. All calls to the practice may be recorded for training and quality purposes.

## How can I complain?

If you are dissatisfied with the level of service provided within the practice, please contact us. Full details of procedures are available on noticeboards at the practice.

Voice ability, the Independent Complaints Advocacy Service, is a free and confidential service that offers support to people who are making a complaint about the NHS.  
Mount Pleasant House Cambridge CB3 0RN Telephone: 0300 3305454 Fax: 0330 0883762  
E-mail: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)  
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