



Caring for  
**you** and  
your  
**smile**



# Welcome

## to The Dental House

At **The Dental House** we take the time to get to know you personally and find out what you would really like to achieve in terms of your dental care. We value each patient as an individual and we are proud of the services that we offer. All treatment is clearly explained and we involve you in all decisions and work at a pace to suit you.

Our goal is to offer each and every patient an experience that exceeds his or her expectations – combining excellent clinical skills and outstanding customer service, in an atmosphere that is warm, friendly and relaxed.

### Nervous...there is no need

We appreciate that many people are nervous about going to the dentist. We try to help by creating a calming atmosphere to help overcome any apprehension that you may have. We understand and we are here to help.

### Appointments

If you are unable to attend or need to change your appointment, 24 hours notice is required. We run an efficient appointment system and make all reasonable efforts for you to see the Dentist of your choice.



### **NHS Urgent Care: 111**

NHS Choices [www.NHS.UK](http://www.NHS.UK)

**NHS England**, Oak House, Moorehead Way,  
Bramley, Rotherham S66 1YY  
Tel. 01709 302000

### **CQC:**

National Customer Service Centre, Citygate,  
Gallowgate, Newcastle Upon Tyne, NE1 4PA  
[www.cqc.org.uk](http://www.cqc.org.uk) Tel. 03000 616161  
Registration details of the contractor can be  
obtained from CQC.

### **Lloyd + Whyte Ltd:**

Affinity House, Bindon Road, Taunton,  
Somerset TA2 6AA  
Tel. 01823 250700  
Email: [info@lloydwhyte.com](mailto:info@lloydwhyte.com)  
[www.lloydwhyte.com](http://www.lloydwhyte.com)

### **GDC:**

37 Wimploe Street, London W1G 8DQ  
[www.gdc-uk.org](http://www.gdc-uk.org) Tel. 020 7167 6000

### **Practice Plan Limited:**

Cambrian Works, Gobowen Road, Oswestry,  
Shropshire SY11 1HS  
Tel: 01691 684120  
Email: [info@practiceplan.co.uk](mailto:info@practiceplan.co.uk)  
[www.practiceplan.co.uk](http://www.practiceplan.co.uk)

If you require written copies of policies  
for infection control, complaints,  
confidentiality, a copy of our privacy  
policy, or a price list please contact  
Reception on 01909 472477.

## **Patient Confidentiality**

We take patient confidentiality  
extremely seriously at The Dental  
House and all personal information is  
treated in the strictest of confidence.  
No information will ever be released  
to a third party without your express  
permission or where required by law.  
We have a strict confidentiality policy. To see  
a copy of this policy or if you would like  
further information regarding your  
rights to view your patient  
records please contact  
our reception.

## **Complaints procedure**

We aim to make your experience at The  
Dental House as pleasurable as possible.  
However should you have any complaints,  
please contact Reception on 01909 472477  
who will be able to deal with your complaint  
and talk you through our procedure. Patients  
who are violent or abusive to practice  
personnel, to other patients or anyone else  
on the practice premises will be refused  
treatment and reported to the appropriate  
authorities.

## **Patient services**

We provide Private Care Plans for all adults  
who have to pay for their treatment, tailoring  
packages to best suit their individual needs.  
All children are seen through the NHS and  
also all adults who qualify for free treatment.  
We do refer patients if they require orthodontic  
treatment, sedation or general anaesthetics  
and also for implant surgery. For patients  
who have difficulty accessing the practice  
we have disabled access to allow for wheel  
chair use and available downstairs surgeries.  
Our dentists speak English. If you require an  
interpreter this can be arranged.





# Our Team

## **Dr Ian Rogerson BDS**

GDC No. 67280 registered 30/12/91

Ian qualified from Sheffield University and came to work in Worksop in 1993. He enjoys all aspects of general Dentistry with an emphasis on preventative family care.

## **Dr Robert Hardy BDS**

GDC No. 80637 registered 27/6/02

Robert qualified from Birmingham University and then returned to the Worksop area where his family have always lived. He enjoys helping people improve their oral health.

**Tina Welsh** – CEB Dip Dent Hygiene 1997,  
GDC No. 5206 registered 24/6/97

**Elizabeth Every** – Diploma in Dental Hygiene & Therapy Liverpool 2002, CEB Certificate in Dental Hygiene 1995, GDC No. 3063 registered 09/01/86

**Stephanie Jacks** – Practice Manager & Radiographer, GDC No. 132359

**Jane Cousins** – Dental Nurse & Radiographer, GDC No. 132131

**Charlotte Hull** – Receptionist, GDC No. N/A

**Joanne Clark** – Dental Nurse, GDC No. 132355

**Dani Roberts** – Dental Nurse, GDC No. 139881

**Jane Wearing** – Dental Nurse, GDC No. 143445

**Donna Chapman** – Dental Nurse, GDC No. 158205

**Karen Mellott** – Dental Nurse, GDC No. 107733

**Samantha Walker** – Dental Nurse, Radiographer & OHE, GDC No. 120025

**Toni-Louise Argent** – Receptionist, GDC No. N/A

# Smile Enhancement

**From one tooth to a full smile makeover... from recreating a natural look to giving you a Hollywood smile... Here at The Dental House we can help you achieve the smile you have always wanted.**

## Crowns & Bridges

We can cover unsightly teeth using crowns. Spaces between teeth can be filled using bridgework either attached to crowns or by using the latest adhesive dentistry. With the new ceramic technology available, crowns and bridges are more and more tooth like and the black lines around the gum margins are less likely to occur.

## Veneers

Provide a wafer thin mask to hide discolouration on teeth and close unsightly gaps with little or no work being needed on the tooth itself.

## Natural coloured fillings

Unsightly mercury fillings can now be replaced by natural coloured fillings to improve the look of your smile.

## Tooth Whitening

Tray systems are available to transform your stained or discoloured teeth.... giving you back a whiter, brighter smile.

## Dentures

Are your dentures looking tired and worn? Do they look too much like false teeth? We can replace them using quality, natural looking teeth and materials, giving you the choice of a more natural look.

## The importance of dental hygiene

There is now increasing evidence linking gum disease with heart disease, diabetes and strokes. It is also the main reason for loss of teeth and we take the treatment of gum disease very seriously. Our dental hygienists have three main roles:

- Removing calculus ( tartar) from teeth - this is done by a technique called scaling and polishing.
- Treating gum disease (also known as 'gingivitis' or 'periodontal disease') - this is caused by plaque which is a sticky film of bacteria. If left untreated your gums will start to swell and bleed and will ultimately result in tooth loss. Tooth loss is not through age - it is because of gum disease.
- Teaching patients good oral hygiene techniques individually tailored to specific needs.



## Payment for your treatment

Payment can be made by cash, cheque or credit card. Payment is required on treatment completion.

We also offer Dental Care Plans at the practice. For example a monthly fee will give you twice yearly check-ups, two hygiene appointments, 20% discount treatments and many more benefits.

If you require treatment we will give you an estimate for the full cost of the treatment. This may alter as we progress and we will notify you of any changes.

## Emergency appointments and out of hours service

We have specific appointment times daily if problems develop, please call the practice as early as possible and we will endeavour to help you on the same day. Outside surgery hours, please call the practice telephone number where an answer phone will give you further instructions for how to access emergency care.

## Opening Hours

Monday	9.00am - 6.00pm
Tuesday	8.30am - 6.00pm
Wednesday	8.30am - 5.00pm
Thursday	8.30am - 6.00pm
Friday	9.00am - 1.00pm

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T: 01909 472477 E: [enquiries@thedentalhouse.co.uk](mailto:enquiries@thedentalhouse.co.uk)

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

