

Emergencies

If you require emergency treatment during surgery hours, please try and contact the reception staff before 10 am to allow the maximum flexibility in arranging an appointment.

Out of hours emergency cover is now the responsibility of the PCT. At weekends, emergencies are managed by the Chippenham Dental Access Centre, who operate a rota to which we contribute. The clinic is only open until 11.30am on Saturdays and Sundays and Bank Holidays. The phone number is available on our answering machine message.

If you require advice during the week then please telephone the practice. One of our dentists will be available for advice at no charge. Should you require emergency treatment then a private call out fee of £90 will be applicable for all patients, including children, as this service is not covered under new NHS arrangements.

NHS Direct

You can also obtain telephone advice from NHS Direct, however, this is not provided by trained dental staff

They can be reached on 0845 46 47
or on <http://www.nhsdirect.nhs.uk/>

Complaints

If you have a complaint or problem with treatment then please let a member of staff know. We also have a separate leaflet for this that covers the practice complaints procedure.

PCT Contact Details

The PCT (Primary Care Trust) are responsible for the administration of our NHS contract.

Their contact details are:

Wiltshire Primary Care Trust, Southgate House,
Pans Lane, Devizes, Wiltshire SN10 5EQ
Tel:01380 728899, Fax:01380 722443

Data Protection: Frequently Asked Questions:

What information do we hold about you?

- Your name, address and date of birth
- Why you need care and treatment
- Records of when you were seen and the treatment provided

Why do we have information about you?

- To give you good care and treatment
- To check you and other people get good care and treatment.
- To check our staff are working well.
- To plan new services

Do I have to give you my information?

- We have to have at least basic details in order to treat you.

Who can see my information?

- Those who provide you with care in order to treat you most appropriately
- Administration staff in order to manage the practice.

Do we share your information with other people?

- Sometimes we need to talk to other organisations to make sure you receive all the care you need (e.g. your GP) - We will always inform you before we talk to them.
- In exceptional circumstances we may have to disclose some information without your consent where there is legal justification for doing so, such as informing other dentists about violent patients.

Can I see my information?

- Yes you can. Just ask us and we'll tell you what to do.

More detailed information is available in our data protection policy leaflet which is available from reception.

Barley Mow Dental Care Practice Information



BARLEY MOW
Dental Care

21 St Mary's Street
Malmesbury

01666 822220

www.barley-mow.co.uk
reception@barley-mow.co.uk



The Practice

The practice is located in an 18th century stone building at the junction of St Mary's Street and the Horsefair. It was an inn until 1921, and still has a clause in the title that precludes us from selling alcohol!

We have four modern and well equipped dental surgeries including two on the ground floor which are accessible to less mobile patients.

Our aim is to provide high quality dental care using modern techniques and the highest quality materials for all our patients.

Our Dentists

Dr Bruce Morden BDS qualified in 1983 from the University of Melbourne, Australia and has been living in Malmesbury since 1986. He joined the practice in 1997 as a principal. He received the Diploma in Postgraduate Dental Studies from the University of Bristol in 2003.

Dr Rory McNulty BDS qualified in 1995 from the University of Bristol, and joined the Barley Mow on the Vocational Training Scheme. He stayed on as an associate until becoming a principal in 2002. He received the Diploma in Postgraduate Dental Studies from the University of Bristol in 2006.

Dr Nicola Ford BDS qualified from the University of Otago, New Zealand, in 1986 and then worked at Christchurch Hospital NZ. She came to England to work in London in 1988 before moving down here to the West Country.

Our Dental Hygienists

Mrs Lisa Harwood qualified from Belfast in 1998. She joined the practice in 2001 and normally works from 9am-5pm on Tuesdays.

Mrs Tanya Withers qualified from Birmingham in 2002. She joined the practice in 2003 and now works from 9am-5pm on Mondays and 9am-1pm on Fridays

Miss Hannah Millichamp qualified in Bristol in 2007 and works from 8.30-5 Wednesdays and 8.30-6 on Thursdays

Services

We are a private practice offering a full range of preventive, restorative and cosmetic dental treatments. We utilise only the highest quality materials and up-to-date techniques.

We firmly believe that the maxim "prevention is better than cure" is nowhere more appropriate than in the dental environment. We encourage our patients to visit our hygienists regularly and are able to offer the most modern preventive treatment using the Kavo Healozone system.

Many people are anxious about receiving dental treatment, and we try to offer these people a sympathetic approach. Where necessary treatment in adults can be provided with the help of a 'Valium' type drug administered intravenously, which can be very effective even where extensive work needs to be carried out. Our NHS contract does not extend to sedation.

NHS Treatment

NHS treatment is available to patients under 18 years at this practice. Parents do not have to be registered private patients in order for their children to receive NHS treatment.

The NHS contract is held by the practice as a whole.

Payment of Charges

Patients are expected to settle their account at each visit. Payment can be made by cash, cheque, Maestro, Mastercard and Visa.

A list of our most common private fees is available from reception and a printed estimate will be given for all courses of treatment at the time of the examination. Written consent will be obtained prior to certain treatments (e.g. treatment under sedation).

We are happy to complete claim forms for patients' own insurance schemes at the end of treatment and upon full settlement of any outstanding accounts. We make no additional charge for this.

Appointments

Appointments are always necessary. These can be made in person or by telephone when we are open. Messages can also be left on our answerphone.

We reserve the right to charge for failed appointments or those that are cancelled with less than 24 hours notice.

Our receptionists are normally available from 9am-1pm and 2pm-5.15pm Monday to Thursday and 9am-3.45pm on Fridays.

Our dentists are usually present every weekday. We try to contact patients to remind them of their appointments during the preceding 48 hours either by telephone, e-mail or text message to a mobile phone. Please let us know the most convenient way of contacting you.

Please note that this service is intended as a courtesy and patients have ultimate responsibility to remember their own appointments. If you do not wish to be contacted in this way then please let our receptionists know.

Please note that you will be responsible for any fees incurred by missing scheduled appointments. We do not usually make a charge for appointments that are cancelled in advance.

Please note that we will only cancel appointments in exceptional circumstances and will give as much notice as possible in these instances and would ask for your understanding.

Violence & Abuse

Violent or abusive behaviour will not be tolerated in this practice. Any patient who is violent or abusive to practice staff will have their treatment terminated immediately. NHS dentists working in the surrounding area will also be informed that your behaviour has resulted in your treatment being withdrawn.