

Wedgwood House Dental Practice

100 Bury Street

Stowmarket, Suffolk, IP14 1HF, UK

Tel. 01449 771 700 reception

Email enquiries@wedgwood-house.com (general enquiries)

Email jill.geaney@nhs.net (medical correspondence)

Email jill.geaney@soegateway.com (dental computer correspondence e.g. reminder emails)

Website www.wedgwood-house.com



Wedgwood House

WEDGWOOD HOUSE DENTAL PRACTICE - INFORMATION LEAFLET

Welcome

The Wedgwood House Dental Practice (WHDP) aims to provide dental care of a consistent quality for all patients; existing National Health Service (NHS) customers and customers independent of NHS (private) dentistry.

We will do all we can to look after your general health. We will ask you about your general health, and about any medicines being taken. This helps us to treat you safely. We keep all information about you confidential.

In proposing treatment, we will take account of your own wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will always explain what we are doing. You will also be given an estimate for any further treatment required at your check-up appointment.

Scope of Practice

Our dental activities are registered as CQC service provider reference 1-152973870 [www.cqc.org.uk].

The skills and abilities of each registrant (staff) group:

- All patient facing staff are trained to deal with medical emergencies to competently carry out resuscitation of patient collapse following treatment.
- All core skills and abilities as listed in the General Dental Council (GDC) Scope of Practice document version September 2013.
- Dental nurse Wendy Youles*, therapists, hygienists and dentists have these additional skills: Oral health education
- Dentists have these additional skills & interests. Implants: Dr JM Geaney (Diploma in Implantology)
- Dental hygienist Mrs G Le Gry can accept by patients direct-access or referred to by dentists.

* Practical skill only

Patient Journey

All patients must follow our Patient Journey that can be found on our website <https://www.wedgwood-house.com/> from making to attending your appointment, which will be discussed with you and reception team or online booking service. Several activities are included to keep you and others Covid-19 and MMR safe such as:

- Wash hands on entering the building. Wearing of a face mask is optional.
- Please pay for any appointments and book future appointments (routine dental and hygiene) on arrival at reception when asked.
- Make sure we have your email and mobile contact details.
- If you arrange an appointment for a child and don't intend to accompany them, please make sure the reception team have a completed '[Consent to treat an unaccompanied child](#)' form.

Facilities

We have five treatment rooms at our dental practice.

Three ground floor surgeries, ground floor reception area and toilets are accessible to wheelchairs with parking and a ramp for wheelchair users and their escort only, at the rear of the surgery. To request entry at the rear of the building, please ring the doorbell next to the rear door and a friendly receptionist will come to greet you as soon as possible.

Please park on Bury Street (free up to 1 hour) or in Bury Street car park (Union Street - West) to avoid inconveniencing our neighbours if you are able to walk. Electric vehicle charging is provided in the nearby Stowmarket council run car parks, see www.zap-map.com/charge-points/stowmarket

Registration

Patients yet to register with a dentist at the practice will be invited to join a waiting list should there be no availability. Sometimes when there is a prospect of a long wait, we will not have a waiting list – typically for a NHS dentist. Please see the '[New Patients](#)' information on our website before contacting the reception team.

We see patients based on National Institute of Clinical Excellence (NICE) guidelines, between 3 and 24 months. Your next examination will be booked for you at the end of each course of treatment. If you do not attend the practice for 24 months, you may be removed from our NHS list and may only be able to return to the practice as a private patient.

Appointments

Please make your appointment with our reception team at the Wedgwood House Dental Practice either in person e.g. when you attend your routine dental appointment, or by telephoning 01449 771 700. Alternatively, using the online

booking service so that new and existing patients can book certain appointments without needing to use the telephone 24-hours a day.

Our web site, www.wedgwood-house.com provides information about the dental practice including opening times, travel directions, the dental services offered and how to access them. We support an email address for general enquiries (enquiries@wedgwood-house.com), however it is not a means to make or change your appointment – please **telephone the reception team**.

Our dental software has an online booking and reminder capability. For all those patients who provide us their email address, they may receive emails from jill.geaney@soegateway.com.

When making your appointment, our dental software will automatically send you an electronic diary (iCal) reminder, which patients with computers and smartphones can save into their calendars to help them remember their dental appointment.

If you wish to be seen by particular dentist then please ask at Reception. We cannot always guarantee that there will be appointments available with that dentist; for example, Dr Jill Geaney normally takes new patients independently of the NHS (private). Foundation Dentists only spend a one-year placement with the dental practice. Sometimes they remain longer, as an Associate Dentist.

AT WEDGWOOD HOUSE DENTAL PRACTICE WE CELEBRATE THE WORK OF OUR NEW DENTISTS UNDERGOING THEIR FOUNDATION YEAR IN THE NHS, DENTISTS RETURNING TO THE NHS WORKFORCE, AND DENTISTS WITH MANY YEARS OF EXPERIENCE.

Some appointment times will be lengthy to allow for the experience of your dentist. Thank you for your patience.

Our clinical professionals work to the GDC Scope of Practice.

Missed Appointments:

We have a high demand for NHS and Private treatment; if you are unable to attend your appointment, we request that you please give us **at least 24 hours** (one full working day) notice. **If you do have symptoms of Covid19, the common cold or similar contagious illness then do not visit the practice AND contact us by telephone only.** Please telephone the reception to change your appointment details.

Adults not telling the reception team (tel. 01449 771 700) **BEFORE** your scheduled appointment that you cannot attend will be considered a 'failure to attend'. Children will be considered "was not brought".

If you miss one NHS appointment, we will rebook it for you and there will be no charge, however if you fail to attend another appointment (or chose not to rebook) you will automatically be removed from our NHS list and you may only be able to attend as a private patient subject to dentist availability. See NHS Provision later.

Failure to attend a private appointment can result in a charge and you may be removed from our patient list.

Private Charges:

Our private price list is displayed in the WHDP reception and can be found on our website at www.wedgwood-house.com/fees. The full cost of your treatment(s) will be as agreed with your dentist.

Please note under 18s accompanying a private fee-paying adult are charged a reduced routine dentist private fee:

- Under 18s : 50% off
- Under 5s : no cost

There is a small discount for children attending private hygienist appointment. Typically, treatments would be for cleaning on or around orthodontic appliances.

Sorry, no discounts for children or adult dentist treatments beyond the routine check-up.

NHS Charges:

Paying patients:

You will be asked to pay for your check up on the day.

Band 2 patients must pay for the remainder of their treatment by (at or before) the final appointment.

Band 3 patients will be asked for deposit before their treatment appointments are booked and must pay for the remainder of their treatment by the final appointment.

You will be informed as to the appropriate NHS treatment band during your examination.

A notice at reception clearly shows you the valid costs for the three NHS treatment bands. For more information on NHS bands please see www.nhs.uk

Exempt Patients:

If you are exempt from NHS dental treatment charges, we must see evidence at every appointment. The government check each patient's exemption status and you could face prosecution or a fine if you wrongly claim that you are exempt. Our reception team have clear guidelines to follow; they can advise you to bring in the appropriate evidence.

Patient Refunds for NHS dental treatment

We regret that we are unable to give refunds to NHS patients.

If you require a refund for your dental treatment you must complete an HC5 form, these can be obtained from your local Job Centre, Post Office or from the NHS website [www.nhs.uk]. If you are unable to obtain an HC5 form then please contact reception.

A separate HC5 form needs to be completed for each course of dental treatment you are claiming for. You must attach receipts for each payment that you made.

Once you have completed this your claim will be investigated and if a refund is due you will receive it.

For more information, please ask reception, or see our website.

NHS Provision

We continue to treat our longstanding patients and, if there is an appointment available, provide a course of treatment for those people previously unable to access a dentist. This treatment will include:

- NHS treatment that will prevent further deterioration of their oral health.
- Dental advice and necessary treatment in an emergency.
- If dental treatment is in Band 2 or 3, a written treatment plan will be provided explaining the treatment that the dentist advises and which NHS cost band this will fit in.
- Free repair and replacement of some treatments if they fail within a year.

All NHS treatments: examinations, planned treatment or emergencies MUST have a signed NHS form. Please don't leave the practice until you have completed one.

If you do not attend or cancel an appointment, we may terminate the NHS Course of Treatment and, if applicable, charge you for any money due. You may then need to pay again for a new course of treatment. For more information see

<https://www.nhs.uk/nhs-services/dentists/what-happens-when-you-visit-the-dentist/>

Private treatment for NHS patients

The NHS provides all the treatments that are necessary to prevent deterioration in your oral health.

There are some treatments (for example cosmetic) which are not routinely available under the NHS, and you may choose to have these privately. You may also choose to have some treatment privately as an alternative to NHS treatment. Your dentist will give you a written estimate and treatment plan before the treatment is started, or will refer you appropriately.

Repair and replacement

If you are 18 or over and should a filling, root filling, pin lay, inlay or crown provided by the dentist under the NHS within the last 12 months be repaired or replaced, you will not be charged if you return to the dentist, unless:

- The treatment was temporary.
- It was provided against the dentist's advice.
- The replacement is necessary because of an accident.

- A different treatment is now required because a satisfactory replacement is not possible.
- You attend a different dentist unless prior arrangements have been made.

Sometimes temporary or "immediate" dentures may be placed in a patient's mouth immediately after extractions to help them avoid being toothless. After the healing process a new set of dentures can be made. Note that, including under NHS regulations, patients would be charged for both the temporary and permanent dentures.

Staff

PROPRIETOR & NHS Contract Provider:

Dr Jillian (Jill) M Geaney, B.D.S., M.Dent. Sci., M.Sc. Med. Ed.,
Diploma in Implantology [GDC No. 63650]

ASSOCIATE DENTISTS:

Dr Kate Pearce, B.D.S., B.Sc. hons, PGCert ClinEdu [GDC No. 251817]
Dr Patrick Donohoe, B.D.S., M.Sc. Gerodontics, M.Sc.
Removable Prosthetics [GDC No. 56045]

FOUNDATION DENTISTS:

Dr Salma Hassan, D.D.M. [GDC No. 312962]
Dr Ghulam Waqas Ahmad, B.D.S. [GDC No. 319156]

HYGIENIST:

Mrs Gil Le Grys, FSDc Oral Health Sci. (Distinction)
[GDC No. 180245]

DENTAL NURSES:

Leanne Stuteley, RDN (lead nurse, admin and receptionist) &
Data Protection Officer (DPO)
Mrs Wendy Youles, RDN (temp head nurse)
Justine Woodger, RDN
Gemma Herman, RDN
Molly Mitchell, RDN
Sophie Crooks, Apprentice Dental Nurse
Caitlin Miller, Trainee Dental Nurse
Shania Cooper, Trainee Dental Nurse

RECEPTIONISTS:

Lisa Swan, RDN
Marian Cassidy

Receptionist & Media Manager:

Clare Geaney, BA

ADMINISTRATION & IT:

John F. Geaney, MBA, M.Sc., B.Eng. hons, CMgr MCMl

DECON Room Operator:

Christine Hyland

CLEANER:

Sophie Miller

LOCUM staff: See the reception or our website for details.

Work experience: Occasionally we will support the career development of work experience students.

All staff will have signed personal confidentiality forms and received training in data, fire and infection prevention and control safe practices.

If you are interested in joining the WHDP team, please look at our [jobs page](#) on our website.

Emails

Should you wish to contact the dental practice by email for general enquiries (enquiries@wedgwood-house.com) or use our website [contact form](#), please consider how much personal information you write and send over the insecure public internet. Personally identifiable and confidential ('special' in accordance with GDPR Article 9) should be emailed to jill.geaney@nhs.net. The dental practice confidential communications to you can be encrypted over the @nhs.net platform to a non-nhs email, or be sent to an email of your choice should you have consented us to use it. If in doubt, please arrange a face to face appointment with your dentist or the proprietor.

When we send your patient details to an NHS hospital or appropriate organisation in connection with a medical referral, then we will use a secure @nhs.net email account or secure NHS referral system.

Appointment times

MONDAY	8.30-4.45 (See note)
TUESDAY	8.30-4.45 (See note)
WEDNESDAY	8.30-4.45 (See note)
THURSDAY	8.30-4.45
FRIDAY	8.30-4.45. Typically closed for lunch around noon.
SATURDAY	Ask at reception. Private patient appointments only
SUNDAY	CLOSED
PUBLIC HOIDAYS	CLOSED

The practice is currently operating procedures that require staff to stagger their lunch breaks meaning that on most days the reception remains open all day. However, on some occasions reception may close for an hour lunch (typically Fridays between noon and 1pm) – when this happens we should display a sign on the front door and the answer machine will record any missed calls. (Deliveries may be asked to ring at the rear door).

Note: the dental practice holds staff meetings at the end of each month, either on a Monday, Tuesday or Wednesday. At these times the reception will be closed from 12:30 to 2:30. We will display a sign on the front door and the answer machine will record any missed calls. (Deliveries may be asked to ring at the rear door).

Last patient appointment starts 4:45.

IN THE CASE OF A DENTAL EMERGENCY OUTSIDE OF SURGERY HOURS PLEASE CALL TELEPHONE THE PRACTICE on 01449 771 700 AND FOLLOW THE ANSWER MACHINE INSTRUCTIONS.

The reception team answer the telephone 8:30am to 5:00pm (except during Friday lunch). When the reception is busy or outside business hours, the answer machine will take your calls.

Emergency care

We provide emergency dental care for registered NHS patients who have previously completed our 'terms and conditions' form when attending their (first) appointment.

NHS and independent (private) patients may seek advice and necessary treatment from the practice in an emergency during normal surgery hours. If you need to be seen the same day, please get in touch as early in the day as possible. If an emergency arises out of hours, first telephone the practice for advice on 01449 771 700 and listen to the answer machine message specifying the out of hours emergency service is provided by the NHS area team.

We will see non-registered patients who require emergency treatment when we have space in our NHS patient diary, or the private diary as necessary. We kindly request such persons ring reception from 09:15 onwards.

Please be aware that emergency diary slots are allocated on a daily basis and are filled through our triage system that gives priority to key groups such as children and registered patients.

Confirmation Reminder

When making an appointment, the receptionist will offer you a printed card with your appointment details listed on it, however our and the NHS Chief Dental Officer's preference is to email you the details. Our dental software includes with emails an iCal reminder for your electronic diary – please make sure that your smart device has the correct time (time zone) and date set.

You will normally be contacted by email, 4 and 1 week(s) before your appointment, with the date and start time and duration (if you have booked two

back to back appointments then the duration will be for both) of your appointment. You will also receive a SMS text 2 days before. This will be by the contact details supplied as given to the dental reception, or sent to <https://www.wedgwood-house.com/online-contact-form/>

If you are unable to make the appointment, then as soon as possible please contact the dental practice's reception on 01449 771 700 and request an alternative appointment.

Should you fail to attend or cancel within 24 working hours of the appointment (private dentistry or hygienist), then the full cost of the treatment will be charged. And should you have booked the appointment using the online method requiring a pre-payment. Please note that the £1.50 booking fee is non-refundable.

We advise you make a note of the appointment (given to you the last time seeing the dentist at the practice) and not to rely on the confirmation service as a reminder. **THE PRACTICE DOES NOT ACCEPT RESPONSIBILITY FOR PATIENTS THAT FAIL TO ATTEND APPOINTMENTS.**

Failure to attend or short-notice cancellations may result in you being charged and/or being removed from our dental list.

Compliments, Complaints and Suggestions

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. (Our Patient Questionnaire Forms suggest almost everyone has good experiences).

PLEASE COMPLAIN TO US FIRST by writing to Dr J M Geaney the Proprietor.

- We will then write to you acknowledging your complaint, then investigate promptly.
- We may invite you to come into the practice to discuss.

Further details of our complaints policy can be obtained from the dental reception or found on our website at <https://www.wedgwood-house.com/contact/complaints/>.

We also like hearing about your compliments and suggestions of how we may improve our service. Please provide your [feedback](#) on our website

ICB Contact Details

The NHS Suffolk and North East Essex Integrated Care Board (ICB) are located at Endeavour House, Russell Road, Ipswich, IP1 2BX.

Their Patient Advice and Liaison Service team (PALS) are there to answer queries, pass on feedback or handle any complaints that you may have. Learn more about their work or contact them via the details below.

Freephone: 0800 389 6819 (between 9:00am – 3:30pm Monday – Friday, excluding bank holidays)

Email: pals@snee.nhs.uk for feedback and queries

Email: complaints@snee.nhs.uk to lodge a complaint

Data Protection

Processing of staff or patient data is done so under DPA2018 and the associated General Data Protection Regulations (GDPR). Full details of what and how this is done is described in our Privacy Notice, which can be found on our website at www.wedgwood-house.com/privacy-notice.

We collect data about patients who use our services that is relevant to their healthcare and that allows WHDP to deliver its services to our patients.

Personal data is any information that allows an individual to be identified, whether that person be a customer (patient), member of staff, or even a supplier's representative. This includes information where the individual is not named but a cross-reference to other information held by the practice which would allow identification.

Personal data is processed in accordance with the 2005 NHS General Dental Services contract and the relevant UK Data Protection Act (DPA2018) as regulated by the UK Information Commissioner's Office (ICO). All personal data associated with NHS treatments, including any private treatments on NHS patients, is shared with NHS England and their NHS partners under the terms of the mentioned GDS contract. Information related to private patients is processed under similar conditions though not shared with the NHS. We are legally required to share all information with the Care Quality Commission (CQC) and the General Dental Council (GDC) should they request it.

You have the right to access the personal data we hold about you (i.e. a Subject Access Request) and to receive a copy. Other rights include the right to rectification, right to erasure, right to restrict processing; all of which are described in our Privacy Notice. Access may be obtained by making the request to Dr Jill Geaney – we recommend by writing to her at the dental practice.

We are required by law to act on your request within one month of its receipt (and only charge a fee where deemed reasonable under the definitions outline in DPA2018) with an explanation of your record should you require it. An extension to this timeframe may be required when requests are complex, however we will advise you should this be the case within one month.

Freedom of Information Act 2000

The Freedom of Information Act is concerned with dental practice's organisational information. This includes policies and so on. It does not cover personal data, financial or commercially in confidence information, or information that is non-NHS specific, or information that is currently unrecorded.

The request must be made in writing to Dr Jill M Geaney and should describe the required information with dates if possible.

- Email jill.geaney@nhs.net, or write to

- Dr Jill M Geaney (Proprietor), Wedgwood House Dental Practice, 100 Bury Street, Stowmarket, Suffolk, IP14 1HF

Charges for information provided under a freedom of information request are included as follows:

- Up to £10 (for records held on computer)
- Up to £50 (for those held manually)

We will aim to provide the information within 20 working days of receiving the request or confirmation of identity or, if applicable, from the receipt of the fee. Timescale may need to be extended if we need to seek clarification or are taking legal advice on whether an exemption applies.

Please note that we will not respond to:

- Vexatious requests for information, for example, requests that are designed to cause inconvenience, harassment or expense.
- Repeated requests for the same or similar information (unless the information changes regularly)

Violent or Abusive Behaviour

Persons showing violent or abusive, physical or verbal, behaviour will be asked to leave the practice. We reserve the right to take further action and it will result in your deregistration (i.e. you will no longer be treated here by any dentist).

Document History

V30, 23/12/2024.	More website link related editorials. Added clarification about reception answer machine and its operating hours. Updated staff list and their qualifications.
V29, 27/11/2024.	Minor updates related to new website.
V28, 30/10/2024	Minor updates to the patient waiting list / registration process. Removal of Dr Mary Santhanam.
V27, 04/09/2024	Updated by John Geaney to reflect change of staff and Molly's completion of dental nurse apprenticeship.
V26, 03/06/2024	Updated by John Geaney to reflect change of staff and link to latest NHS guidance on failure to attend. Clarify the reception may be closed for an hour lunch on Fridays, and similar closed for staff meetings.
V25, 05/02/2024	Updated by John Geaney to reflect change of staff.
V24, 01/11/2023	
V23, 06/07/2023	