



Goldsworth Road

DENTAL CENTRE

Welcome to the Practice

Goldsworth Road Dental Centre is owned by Mr A K & Mrs C J Pritchard who work with associates. The practice originated in the 1960s and, after several moves, is now situated on the corner of Goldsworth Road and Kingsway in a two storey building with access suitable for disabled people. The practice is a modern, forward-looking practice which believes in continuous development of staff and services to provide the highest level of patient care. We are very much a family orientated practice and enjoy the interaction with three generations of some of our longest serving families! We warmly welcome suggestions from our patients as to how we might better meet their needs.

Type of care

The practice is able to offer private treatment to adult patients as well as our own insurance based scheme which allows you to budget monthly for routine dental care (a leaflet is enclosed with further information). We are also able to offer treatment under the terms of the NHS to children aged 18 and under (under 19 if in full- time education).

Meet the team

Dentists:

- Mr A K Pritchard BSc (Hons) BDS (Hons) (London) LDS RCS (Eng) Dip FOD
- Mrs C J Pritchard BDS (Hons) (London) LDS RCS (Eng) Dip FOD
- Miss N J Triffitt BDS (London)
- Miss F J Martin BDS (Hons) Cardiff
- Mr M O A Fahlstedt Leg. Tandl. (Stockholm)

Hygienists:

- Miss V J Bonilla EDH
- Mrs K Rayner EDH
- Miss M Gaska

Administration:

- Miss J Stedman (Practice Manager)
- Mrs R Raines (Practice Administrator)



96 Goldsworth Road
Woking GU21 6LN

Tel: 08445 769956

Treatment available

In addition to routine dental care, the practice can offer the following treatments:

- Crowns, bridges and veneers
- Dentures
- Implants
- Orthodontics
- Oral surgery
- Cosmetic dental services
- Hygienist services
- Dental health education.

Surgery hours

Monday:	8.00 am	-	5.00 pm
Tuesday:	9.00 am	-	6.30 pm
Wednesday:	9.00 am	-	5.00 pm
Thursday:	9.00 am	-	5.00 pm
Friday:	9.00 am	-	4.00 pm





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General information

The practice employs stringent cross-infection control procedures, in keeping with the current best standards of practice. We are fully computerised and have recently enhanced the service with the installation of digital radiography.

Practice nurses

All of our dental nurses are registered with the General Dental Council in accordance with the new regulations introduced in 2008. One of their most important roles is to help you feel comfortable during your treatment. Please do not hesitate to ask them if they can help in any way with your care or understanding. Please feel free to talk to them about any apprehensions you may have so that they may set your mind at rest. All have received appropriate training and the advice given by them is strictly in accordance with guidelines laid down by the principal.

Receptionists

They will be your first point of contact with the practice. They are there to help you, and to ensure that you have all the information necessary for the success of your first and subsequent visits to the practice. You can make an appointment for an initial consultation via reception, either in person or by telephone. Prior to your appointment with the dentist you will be asked to complete a confidential medical questionnaire together with a new patient questionnaire. This will help us to understand your personal requirements with regard to treatment and allow you to identify any specific areas of concern, e.g. fear of dentists, gum problems or any dissatisfaction with appearance of teeth.

Complaints

We aim to make your visit to us as comfortable as possible. However, if you have a complaint please arrange to talk to the practice manager, Miss Jo Stedman. We will listen to your concerns sympathetically and in privacy, and we will explain our complaints procedure to you.

Practice payment policy

It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken. A list of our private fees is enclosed.

A written estimate and treatment plan will be provided.

You may pay for your dental care by cheque, cash or credit/debit card. We also offer a range of flexible payment options to allow you to spread the cost of your treatment.

We try to make payment as straightforward as possible. Our normal policy is that patients are asked to pay a proportion each visit and the balance on completion of treatment.

Late cancellations or missed appointments may be charged for.

Emergencies

In an emergency please telephone the surgery before 10.00 am to be seen that day. Patients in pain will be seen as soon as possible but it may not be possible to see your normal dentist.

When the surgery is closed our out-of-hours service will give details of our emergency arrangements and can connect you to our on call dentist who will be able to offer advice, or in extreme cases, arrange to see you at the practice, in which case a callout fee is applicable.

The good practice commitment

Goldsworth Road Dental Practice is accredited by the British Dental Association as a member of the Good Practice Scheme. We operate according to the following principles:

1. We aim to provide dental care of consistently good quality for all patients.
2. We only provide care that meets your needs and wishes.
3. We aim to make your treatment as comfortable and convenient as possible.
4. We look after your general health and safety while receiving dental care.
5. We follow current guidelines on infection control.
6. We check for mouth cancer and tell you what we find.
7. We take part in continuing professional development to keep our skills and knowledge up-to-date.
8. We train all staff in practice-wide work systems and review training plans once a year.
9. We welcome feedback and deal promptly with any complaints.
10. Every member of the practice is aware of the need to work safely under General Dental Council guidelines.



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Treatments

We are able to offer the majority of types of dental treatment at the practice, thus avoiding the need for referrals and allowing patients to have all their work carried out in familiar surroundings. These include:

Preventive treatment

All evidence shows that the long term health of teeth and dental implants depends upon a high standard of daily tooth cleaning. Without regular professional monitoring the level of cleaning inevitably decreases. The majority of patients with a tendency for gum problems, and those with multiple dental implants, will require regular hygienist visits. Different dental situations require different types of tooth cleaning aids. Each patient will receive a prescription for their individual requirements.

Children can benefit from preventive treatment including diet advice, application of fluoride and fissure sealants, and provision of sports mouthguards to prevent damage.

Smoking, drinking and unhealthy diets increase the risk of mouth cancer. Screening for early detection increases survival rates, as does altered habits following professional advice.

Decay can be much more readily treated and spread can be prevented if detected at an early stage.

Cosmetic dentistry

People are often unhappy with the appearance of their teeth, most commonly because they are discoloured, chipped, worn, crooked or because they have unsightly gaps. The use of advanced cosmetic techniques can change all this and newer, minimally invasive technologies are available at this practice.

One such technique is the use of porcelain veneers which are thin 'fingernails' of porcelain bonded to the outer surfaces of teeth. Veneers are strong and very natural looking and can significantly improve the colour, shape and alignment of teeth.

Tooth whitening

If your teeth are discoloured and yellow from ageing or stained from coffee, red wine and smoking, then tooth whitening is able to rejuvenate your dental appearance without the need for expensive crowns and veneers.

Tooth whitening works by applying a safe and specially formulated peroxide gel to the teeth, either as a one visit stage at the surgery, or as a home procedure over a period of a few weeks.

Implants

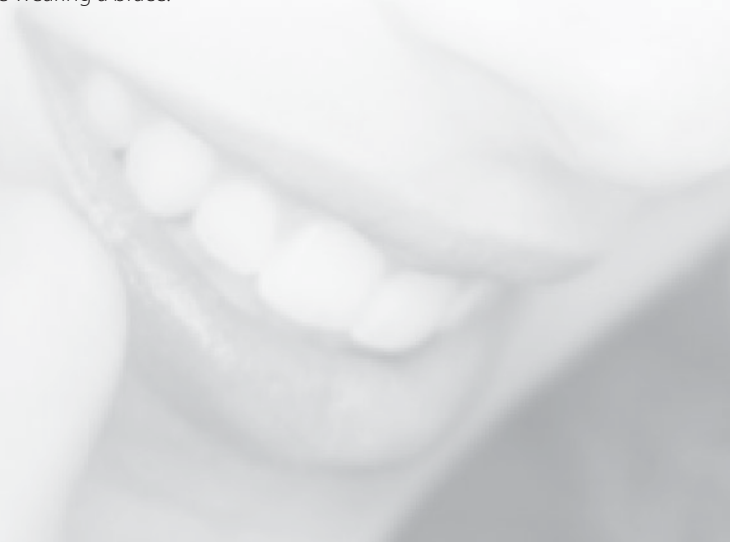
Dental implants have revolutionised the world of dentistry in the last ten years. They usually offer the best way of replacing missing teeth because they are stronger than teeth and avoid dental treatment to other neighbouring natural teeth. The titanium screws are placed under normal local anaesthetic via 'key-hole' surgery. Several months later, pillars are attached and crowns and bridges are fitted in the usual manner. Dental implants can be used to replace a missing single tooth, to support bridges when several teeth are missing and to provide the anchors to support whole rows of fixed upper or lower teeth. Although our patients are usually undergoing treatment to return to fixed teeth, they can also be used as anchors for loose dentures.

Orthodontics

Orthodontics is a specialised branch of dentistry concerned with the treatment and improvement of crooked/crowded teeth and bite abnormalities. Its aim is to provide an attractive smile and a healthy and comfortable bite.

People of all ages can benefit from orthodontic treatment. An attractive smile with well-aligned and healthy teeth can be achieved at any age.

Fixed appliances are the most commonly used braces today, because they allow accurate positioning of the teeth. Other types of braces are also available that can straighten your teeth, sometimes without people knowing you are wearing a brace.





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Promises and expectations

We appreciate your commitment to:

1. Treat all staff with the courtesy and respect that you would expect from us
2. Arrive on time for your appointments
3. Attend regular examinations for preventative treatment as recommended by your dentist or hygienist
4. Follow the advice given to you by your dentist or hygienist
5. Pay promptly for any treatment provided
6. Let us know as soon as possible if you are unable to attend your appointment
7. Talk to us about any aspect of your experience you feel unhappy with so that we can address your concerns
8. Help our practice grow by recommending us to your family, friends and colleagues.



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Smile check

Please fill in the questionnaire below so we can understand what you like about your smile, and whether you feel it could be improved.

Name _____

Are you happy with the colour of your teeth? Yes No

Do your front teeth protrude or overlap? Yes No

Are all your teeth one colour? Yes No

Do your gums bleed when you brush? Yes No

Do your teeth have white or brown stains? Yes No

Do you cover your mouth when you smile, or make sure it is closed when you are having your photograph taken? Yes No

On a scale of 1 – 10, how happy are you with your smile? 1 2 3 4 5 6 7 8 9 10
(1 = very unhappy, 10 = very happy)

Please give details: _____

If you could alter your smile, what would you most like to change? _____

Do you suffer from a dental phobia? Yes No



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Happy Smiles Happy Families

Save money with our
Practice Memberships

20%
discount
on treatments

96 Goldsworth Road
Woking GU21 6LN

Tel: 08445 769956

www.goldsworthroaddental.co.uk


goodpractice
member

Dental Care Plan £13.50 per month*

We have introduced our own dental membership arrangement to reward and look after our patients who regularly visit the practice. Just look at what you can gain from becoming a member!

Appointments**

Every six months, our members are entitled to:

- A dental appointment to provide a clinical examination, checking for signs of oral cancer and x-rays where clinically necessary
- A hygiene appointment to provide a scale and polish, periodontal advice and preventive techniques to reduce decay and gum disease.

Discounts***

- 20% discount on any laboratory-based treatments required, i.e. crowns, bridges and dentures (excluding dental implants and orthodontics).
- 20% discount on any fillings.
- 20% discount on many other treatments (extractions, etc).
- 20% discount on additional hygiene care.

Insurance****

- Worldwide Dental Trauma Insurance to protect against the cost of large unforeseen accidental damage.
- Emergency Callout Insurance should you need a dentist in an emergency, anywhere in the world.
- Redundancy protection for your monthly payments for up to 12 months.

And there's more...

- Treatment planning to promote good oral health for life.
- Assessment of emergencies and dental pain with any temporary treatment required, carried out at the practice during normal surgery hours.
- All subsequent remedial work within 12 months of recommended restorative work.

Please speak to one of our team for further details on the full range of benefits our members are entitled to.

Preventive Care Plan £20.00 per month*

As for the Dental Care Plan but members are entitled to a hygiene visit every three months, subject to receipt of three consecutive monthly payments.

MIS Plan £4.50 per month*

This includes:

- Guaranteed registration with the practice
- 10% discount on treatments
- Worldwide Dental Trauma and Emergency Callout Insurance and redundancy protection for your monthly payments for up to 12 months.

*An initial administration fee of £9.50 will be collected with your first payment only.

**Subject to receipt of six consecutive monthly payments.

***Discounts only apply to treatments carried out at the practice.

****The price includes a small premium per month for the Worldwide Dental Trauma and Emergency Callout Insurance. Please see the Keyfacts document for further details. Prices correct at time of going to print.