

## QUICK LIST OF OUR DENTAL SERVICES

- Routine Dentistry
- Family Dental Care
- Advance Cosmetic Dentistry
- Crowns
- Bridgework
- Veneers
- Dentures
- Root Canal Treatment
- Oral Surgery
- Periodontal (Gum) Treatment
- Adult and Child Orthodontics
- Clearstep (Invisible Braces)
- Smile Design
- Tooth Whitening
- Evening Appointments
- Out of Hours Cover
- Denplan
- Advice on Implant Treatments
- Oral Cancer Screening
- Mouthguards

## USEFUL CONTACTS

NHS Dental Out of Hours Emergency Service  
Tel: 0845 120 6680

## NHS DIRECT

Tel: 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## EMERGENCY PRIVATE SERVICE

0117 942 8937

## SURGERY HOURS

Monday 8.30am – 5.30pm  
Tuesday 8.30am – 6pm  
Wednesday 8.30am – 5pm  
Thursday 8am – 5.30pm  
Friday 8am – 1pm

## ADDRESS

227 Passage Road  
Henbury  
Bristol  
BS10 7DL

## TELEPHONE

0117 950 3141

## EMAIL

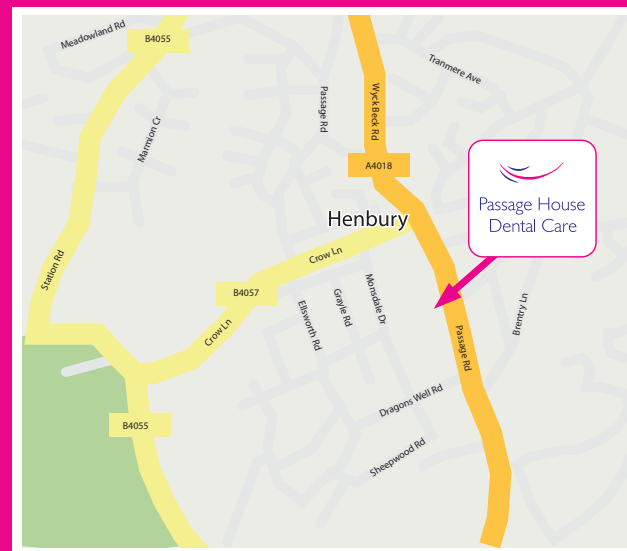
[info@passagehousedental.co.uk](mailto:info@passagehousedental.co.uk)

## FAX

0117 950 5088

## WEBSITE

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



## BUS ROUTES

Number 1 and 40, please contact local operators for up to date information.



# Passage House Dental Care

*modern dentistry for all*

## Information about our Dental Services



Tel: 0117 950 3141

Email: [info@passagehousedental.co.uk](mailto:info@passagehousedental.co.uk)

Website: [www.passagehousedental.co.uk](http://www.passagehousedental.co.uk)

## WELCOME TO PASSAGE HOUSE DENTAL CARE

This leaflet gives you an outline of our Dental Services. If you have any further questions, please don't hesitate to ask one of the team.

### MEET THE DENTAL TEAM:

- Dr Tony Vallance, BDS - 1977
- Dr Jacqui Vallance, BDS - 1977
- Dr Brad Hall, BDS DPDS -1998
- Dr Alexandra McCullagh, BDS MFDS RCS (Ed) - 2000
- Dr Adam Gardiner, BDS - 2004
- Dr Joanna Webb, BDS - 2007
- Dr Annabel Watkinson, BDS DWSI -1977 (Orthodontics)

Dr Tony Vallance and Dr Brad Hall also act as trainers for recently qualified dentists. Our receptionists and trained nurses are a major part of our friendly team and are there to make your care the best possible so you always leave us with a smile!

### APPOINTMENTS

You can make an appointment by phoning **0117 950 3141**. See overleaf for details of our surgery hours. You can choose which dentist you would like to see depending on the appointments available. There is parking in front of the practice and also the lay-by to the right of the practice.

### CANCELLATIONS

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else. If you miss more than one appointment and give less than 24 hours notice, we may not be able to complete your treatment or offer you NHS care in the future.

### URGENT TREATMENT AND OUT OF HOURS CARE

Urgent treatment means that which the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment. If you are in pain during surgery hours please telephone the practice and every effort will be made to see you as soon as possible. Should you have a dental emergency outside of the practice surgery hours please call the NHS Out of Hours Emergency Service on **0845 120 6680**. This is a service provided by the local PCT, which is responsible for commissioning dental services in this area. Alternatively you can contact NHS Direct on **0845 4647** or our Private Out of Hours Service on **0117 942 8937**.

## DENTAL CARE

It is our practice policy to promote dental health at all times. Therefore we recommend regular check-ups. These will also help keep down the cost of your treatment.

### SERVICES AVAILABLE

We have agreed with Bristol Primary Care Trust to provide NHS services; our contract holders and partners in the practice are Dr Tony Vallance, Dr Brad Hall and Dr Jacqui Vallance. NHS dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a full range of private treatment options including cosmetic treatment, large white fillings in back teeth, tooth whitening and other treatment not available under the NHS. Please look on the Passage House Dental Care website for a full range of treatments on offer: [www.passagehousedental.co.uk](http://www.passagehousedental.co.uk)

### COSMETIC DENTISTRY

If any aspect of your dental appearance concerns you, no matter how trivial it may seem, please discuss it with us. Our dentists are highly trained and can offer a full array of advanced cosmetic treatment. We tailor the treatment plan to your needs and always look to provide minimally invasive techniques to maintain the health of your teeth.

### PRIVATE TREATMENT

We offer high quality private treatment using the very latest in clinical techniques along with modern materials and equipment. We pride ourselves in offering excellent, yet affordable private dental care. Please discuss private treatment options or alternatives with your dentist, or visit our website: [www.passagehousedental.co.uk](http://www.passagehousedental.co.uk)

### FAMILY DENTAL CARE

We pride ourselves in looking after all your family's dental needs. We are happy to see children of all ages and prefer to start their dental care at a young age, to set them up with a healthy and bright smile.

### SPECIALIST SERVICES

We provide orthodontics and home visits and can refer you to another dentist if you require other specialist treatment. We also provide a stop smoking service, free of charge to patients.

## FACILITIES FOR THE DISABLED

Our downstairs surgeries are accessible for disabled and wheelchair users. A fully accessible toilet is also available. If you are disabled please contact the practice for information.

### PATIENT RESPONSIBILITIES

You should provide us with a much notice as possible if you have to cancel or change an appointment.

- Please ask your dentist for information on your treatment options and how much it will cost, and request a written treatment plan if you would like one.
- Always follow your dentists' advice to help prevent tooth decay and gum disease.
- Please ask about your oral health and how often you need to come to the dentist.
- You should pay your bill promptly or bring proof of entitlement when claiming help with NHS treatment.
- Please ensure that your contact details are up to date at all times.
- Please treat our staff with courtesy and respect. We can refuse to treat patients who are violent, fail to pay their bills or refuse to co-operate during treatment.
- Please inform us of any change in your medical history and medications you may take.

### YOUR DENTAL RECORDS

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy.

### ABOUT OUR SERVICE

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact our practice manager who will be able to deal with your complaint and talk you through our procedure.