



## Welcome to our Practice

We are an independent and modern Practice in the heart of a local community on the edge of Sheffield, five minutes from Charles Clifford Dental Hospital. We serve the population of Crosspool and the surrounding areas of S10. We are a mixed NHS and private Practice.

This information sheet tells you about our Practice and the services that we provide. Should you have any further questions, please contact Emma Watts, Practice Manager on 0114 2661265, or e-mail [emma@sandygatedental.co.uk](mailto:emma@sandygatedental.co.uk), who will be pleased to assist you.

### Our Team

#### Principal Dentist

John Alesbrook BDS, MFGDP, Cert Clin Ed  
BDSSheffield 2003  
GDC Registration 82345

John is the Principal Dentist, a sole trader, and the only NHS contract holder at the Practice. He is qualified to place dental implants to replace missing teeth. John is also trained to use the Invisalign advanced clear aligner system to straighten teeth.

#### Associate Dentist

Christopher Oldfield  
BDS Sheffield 2018 (Hons)  
GDC Registration 278260

Chris spent his Foundation Year with us and re-joined the Practice after spending a year working in a hospital setting. Chris is currently undertaking postgraduate training enhancing skills in restorative dentistry.

#### Associate Dentist

Emily Denby  
BDS Sheffield 2021  
GDC Registration 296126

Emily completed her Foundation Year with us and has spent a year at Manchester Dental Hospital. She has returned to the Practice in October 2023 as an Associate Dentist.

#### Facial Aesthetic Dentist

Dr Jenny Dorward BDS  
BDS Sheffield 2014  
GDC 252250

Jenny is a Dental Surgeon with a special interest in Facial Aesthetics. She qualified from Sheffield University in 2014, and worked at Sandygate as an Associate Dentist in 2016-17. She is qualified to Level 7 Certificate in Injectables and Aesthetic Medicine, and offers injectables and fillers at Sandygate.

### **Dental Hygiene Therapist**

Sidra Shaheen  
Diploma in Dental Hygiene and Therapy University of Sheffield 2021  
GDC 298195

Sidra educates, supports, and motivates her patients to keep their teeth and gums clean and health; giving them practical advice to take home so they can maintain their oral hygiene between visits.

### **A committed team supports our Dentists:**

#### **Business and Finance Manager**

Nicola Alesbrook BSc

Nicola is an experienced project manager, spending over 12 years managing multiple projects in the charity sector. She is a member of the management team and her responsibilities include overseeing communications and marketing, as well as the business planning and business continuity management.

#### **Practice Manager**

Emma Watts RDN  
GDC Registration 119175  
NEBDN Nat Cert 2002  
NEBDN Cert Implant Nursing  
BDA Cert in Dental Radiography

Emma has been with the Practice since she left school. Emma is a member of the management team who ensure the smooth running of the Practice. Her responsibilities include overseeing of the clinical governance, and compliance with the CQC and the GDC.

#### **Lead Dental Nurse and Treatment Co-ordinator**

Phoebe Eyre RDN  
GDC registration 283147  
Diploma in Dental Nursing Level 3 QCF City & Guilds 2019

Phoebe joined the team as an apprentice in 2017, before becoming a qualified dental nurse in 2019. As treatment co-ordinator, Phoebe works closely with our dentists and patients to ensure treatment planning and implementation runs smoothly and is here to help patients understand the treatment they are having and associated costs. Phoebe has recently completed a qualification in Dental Radiography.

### **Dental Nurse and Infection Prevention Control Lead**

Lucy Watson RDN

GDC registration 295188

Diploma in Dental Nursing Level 3 QCF City & Guilds 2021

As Infection Prevention and Control Lead, Lucy looks after all the regulated cleaning within the practice, as well as waste management and management of water. She oversees all the nurses regarding infection control and delivers training to the Practice on these subjects, alongside her day-to-day dental nursing responsibilities.

### **Dental Nurse**

Mya Boswell RDN

GDC registration 313826

Extended Diploma in Dental Nursing Level 3 City & Guilds 2024

Mya joined the practice in March 2022 as an apprentice dental nurse and has worked with all our clinical staff to learn and develop her dental nursing skills and knowledge. She has qualified as a Dental Nurse in January 2024.

### **Trainee Dental Nurse**

Lawza Mohsen

Lawza joined the Sandygate Dental Practice in October 2023 as a trainee dental nurse. She enjoys working with the team to develop her knowledge and skills.

### **Reception Administrator**

Verity Portman

Verity joined us in 2022 on reception after having spent over 19 years working in the Medical Insurance Industry, the majority of that time spent working for Aviva Health in Sheffield. Having previously dealt with client's medical insurance needs has really helped Verity make a seamless transition into the role as a dental receptionist.

### **Reception and Marketing Communications Administrator**

Loti Smith

Loti works in the practice 3 days per week and enjoys bringing her love of people and organisation together in her role. After studying English Literature and Creative Writing at University, she now uses her creative skills to help advertise and promote our practice.

### **Opening hours**

The Practice is open during the following hours:

Monday to Friday                      08.30–18.00

The Practice closes for lunch 12.30-13.30 daily.

To make an appointment, please either call in or telephone the Practice reception on 0114 2661265. Or alternatively, go to [www.sandygatedental.co.uk](http://www.sandygatedental.co.uk), and follow the link to book (or manage) your own appointment.

Should you have a dental emergency during Practice hours, please telephone the Practice at your earliest opportunity to make an appointment. We endeavour to see any patient who has a dental emergency within 48 hours.

For dental emergencies outside the normal Practice hours, please telephone NHS 111, who will put you in contact with the on-call dentist. You may not see your usual dentist, and the emergency dentist's aim is to deal with your immediate problem only.

## **Services provided**

### Sandygate Membership Plans

The benefits of this plan include:

- 20% discount on treatment
- Helping to spread the cost of your dental care by a monthly payment plan
- Seeing the dentist of your choice
- Out-of-hours appointments available
- Longer appointment times in dedicated private clinics
- World wide assistance scheme
- Free coffee while you wait

### Private

Private dental care is offered in dedicated clinics. A detailed price list is available. You will be contacted a minimum of seven days before an oral health assessment, to pay for the appointment over the telephone.

### NHS

We provide the full range of NHS general dental treatment (excluding orthodontics and sedation).

Unfortunately, we cannot accept new NHS all the time. When we are accepting new NHS patients, we will update the NHS website.

### Treatment Co-ordinator

The Treatment Co-ordinator assists and informs patients to make informed choices about the options available to them. This role is a point of contact for patients with lengthy private treatment plans. This is a free service.

## **NHS Local Area Team**

Information about local NHS dental services can be obtained from NHS South Yorkshire Integrated Care Board (SYICB)  
722 Prince of Wales Rd  
Sheffield  
S9 4EU

T: 0114 305 1000

<https://southyorkshire.icb.nhs.uk/contact-us>

## **Patient Feedback**

We appreciate all feedback from our patients and may ask for you to comment on your experience with us. Your review can be left via our on-line portal (an email is sent to patients on our behalf from Reputation.com). Comments left on here will be responded to, or alternatively, you can leave your comments in-house at Reception.

We also have a complaints procedure available. If you wish to see this, please request it from Emma Watts, or email [emma@sandygatedental.co.uk](mailto:emma@sandygatedental.co.uk).

## **Patient Confidentiality**

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release your information to a third party without your express permission, unless the information is required by law. A copy of the Practice Privacy Notice and Confidentiality Policy are available on request. You can also request information about your rights to view your records.

## **Methods of Payment**

You will be asked to pay a percentage towards your treatment, or to settle the full account at each visit. Depending on the treatment, you may be asked to pay a deposit in advance of treatment.

We accept cash and all major credit and debit cards with the exception of American Express and Diners.

Current NHS dental charges are:

- Band 1 –£26.80
- Band 2 - £73.50
- Band 3 - £319.10

## **Facilities**

The waiting room has a bright and modern feel having been recently refurbished. We provide a TV, coffee machine, drinking water, comfortable sofa and chairs and a play corner for the children.

Unfortunately, our surgeries are not currently accessible to wheelchair users however, home visits for patients who cannot access the Practice may be available. For further information, please call reception.

Patients have a right to express a preference for a particular dentist. Please discuss your preference with the receptionist or your dentist, and we will endeavour to support your request. However, we cannot guarantee that your preferred dentist will have capacity to take on more patients.

We are able to arrange a translator for patients who require one.

## **Access to dental treatment and what to expect on your first visit**

To make an appointment, simply telephone the Practice on 01142661265, contact us via our website or drop into the surgery and speak with the receptionist.

Prior to your first visit you will be asked to complete a number of forms electronically, including a medical history form. We will require you to provide your doctor's details, current medications, and an emergency contact.

At your first visit, you will meet the Practice team and an initial oral health assessment will be conducted. Any treatment you require will be carried out at subsequent appointments. You will be guided to arrange a follow-up appointment.

Recall guidance will be provided by the dentists. Our free, automated recall reminders are sent to patients requiring an appointment by both text and email.

New patients who would like to come and see the Practice prior to your first visit, please call the reception and we will be happy to arrange this for you.

### **Rights and responsibilities of the patients**

Missed appointments result in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the Practice know and give as much notice as possible. We ask that you let us know with more than 24 hours' notice, so that we can use this appointment for someone else in need. Cancelling appointments can be done over the telephone or by emailing the Practice on [reception@sandygatedental.co.uk](mailto:reception@sandygatedental.co.uk).

For NHS patients, we may not be able to complete your treatment or offer you an NHS place in the future if you miss one or more appointments, or cancel or re-arrange your appointment giving less than 24 hours' notice (Monday to Friday). We will of course take any special circumstance into account. We may still be able to offer private dental care and will require a non-refundable deposit.

Charges for private treatment may be requested for unattended appointments or late cancellations (seven days a week).

All patients who have attended within the last two years are considered current patients and will be offered an appointment when they request one if we have capacity. We are sympathetic to anyone who has genuine reasons for being unable to maintain regular appointments, please speak to the Practice Manager or reception to ensure we keep your records updated.

### **Practice Contact Details**

Sandygate Dental Practice  
17a Sandygate Road  
Sheffield  
S10 5NG  
Tel: 0114 2661265  
[reception@sandygatedental.co.uk](mailto:reception@sandygatedental.co.uk)  
[www.sandygatedental.co.uk](http://www.sandygatedental.co.uk)

