

Sandygate

D E N T A L

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, who will be pleased to assist you.

Our Team

Principal Dentist

John Alesbrook BDS, MFGDP, Cert Clin Ed
BDS Sheffield 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

Dr Jenny Dorward is a dental surgeon that has a special interest in facial aesthetics. She qualified from Sheffield University in 2014 and has been providing injectable treatments since 2017. She has a Level 7 Certificate in Aesthetic Medicine, the gold standard qualification if you are providing toxin and dermal fillers as per Health Education England.

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 BA

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, 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 Working Feedback). 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.

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 except for 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 can 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 0114 2661265, 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 several 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 48 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.

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 48 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
www.sandygatedental.co.uk



Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint, and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

Emma Watts is the Complaints Manager and will be your personal contact to assist you with any complaints. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to Sandygate Dental Practice, 17a Sandygate Road, Sheffield S10 5NG, call us on 0114 2661265 or email the Complaints Manager at emma@sandygatedental.co.uk.

Contacts

If you do not feel you can raise a complaint about your dental service directly with us, you can address your complaint directly to:

NHS patients only:

South Yorkshire Integrated Care Board
Sheffield Office
722 Prince of Wales Rd
Sheffield
S9 4EU
T: [0114 305 1000](tel:01143051000)
<https://southyorkshire.icb.nhs.uk/contact-us>

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

Private patients only:

The GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

All patients:

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org, contact them at information@gdc-uk.org, or by calling 020 7167 6000.

You can also contact the [Care Quality Commission](#) (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards and may be able to help.