

# 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. We are a mixed private and NHS 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  
BDS Sheffield 2003  
GDC Registration 82345

John is the Principal Dentist, a sole trader, and the only NHS contract holder at the Practice. After graduating from Sheffield University in 2003 he spent a few years as an associate dentist in Doncaster, before buying Sandygate Dental in 2009. John continues to invest in his dental education and has been a Foundation Dental Trainer for 14 years, where he guided newly graduated dentists in their first year of dentistry. He is skilled and experienced in the placement and restoration of dental implants, and is interested in advanced restoration, developing techniques of restoring patient's confidence in their smiles. He is also skilled and experienced at moving teeth using the clear Invisalign® aligner system.

##### Associate Dentist

Christopher Oldfield  
BDS Sheffield 2018 (Hons)  
PgDip (Prosthodontics)  
GDC Registration 278260

After graduating from the University of Sheffield with honours in 2018, Chris started his general practice career at Sandygate Dental. He was delighted to return to the team following a year working in Oral and Maxillofacial Surgery in Nottingham, where he accumulated great experience in oral surgery, TMJ, facial trauma, infections and oncology management. In this time, Chris has also completed the MFDS post-

graduate examinations with the Royal College of Physicians and Surgeons. He has also recently completed postgraduate training enhancing his skills in restorative dentistry, called Prosthodontics.

Associate Dentist  
Emily Denby  
BDS Sheffield 2021  
GDC Registration 296126

Emily graduated from the University of Sheffield in 2021 and started her career at Sandygate Dental Practice, where she completed her foundation training. Following this, she completed further training at Manchester Dental Hospital, where she gained a wide range of experience working across multiple dental specialties including Oral Surgery, Oral Medicine and Special Care.

Facial Aesthetic Dentist  
Dr Jenny Dorward  
BDS Sheffield 2014  
Level 7 Certificate in Aesthetic Medicine  
GDC Registration 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.

Dental Hygienist – Therapist  
Zahra Daneshgar  
BSc (Hons) 2023  
GDC Registration 309861

Zahra graduated from the University of Leeds in 2023, and has since worked across several Dental Practices, continuing to build her skills at every opportunity. Zahra joined Sandygate Dental in May 2025, and is passionate about helping our patients feel at ease during their visits.

A committed team supports our Dentists and Clinicians:

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  
Certificate in Dental Radiography  
ILM Level 5 Diploma in Principles of Leadership and Management

Emma joined Sandygate Dental after leaving school and qualified as a Dental Nurse in 2002. She progressed to Lead Dental Nurse, before taking the Practice Manager role in 2021. 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  
Certificate in Dental Radiography

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  
Lawza Mohsen

Lawza joined the Sandygate Dental Practice in October 2023 as a trainee dental nurse, and qualified in July 2025. She enjoys working with the team to develop her knowledge and skills.

Trainee Dental Nurse  
Rukayat Kehinde

Rukayat started her career as a trainee dental nurse in 2024, working towards obtaining the NEBDN Level 3 National Diploma at Sandygate Dental.

Reception Administrator  
Melissa Kelly

Melissa joined us in 2024, having previously worked in lettings for over 15 years. Although she hadn't worked in dentistry before, she's enjoyed learning about dentistry and getting to know our customers face to face and over the phone.

Reception and Marketing Communications Administrator

Loti Smith

BA

Loti works in the practice three 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
Saturday	By appointment only

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. You can contact NHS 111 on the phone by dialling 111, and/or you can visit their website for further guidance: <https://111.nhs.uk/>

### Services provided

#### Sandygate Membership Plans

The benefits of these plans 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. You may be contacted before your appointments to pay a deposit. A detailed price list is available for all our treatments. We provide general dental treatments, as well as cosmetic treatments including dental implants, Invisalign, and facial aesthetics.

## 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

Our Treatment Co-ordinator assists and informs patients to make informed choices about the options available to them. Our Treatment Co-ordinator's role is to monitor the patient experience and work with the team to ensure we are delivering high standards of patient care at all times. They also work closely with the dentists and patients to ensure the treatment planning and implementation runs smoothly. Our Treatment Co-ordinator runs clinics for patients who want more time to understand and make informed choices about the treatment they have been offered and associated costs. 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: 03330410021

<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 which has been included at this end of this document.

## 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 – £27.40
- Band 2 - £75.30
- Band 3 - £326.70

### Facilities

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

We have provisions in place for patients requiring additional support, including a hearing loop, large print documentation, assistance with access the stairs. We can also arrange a translator for patients who require one, including BSL. Unfortunately, our surgeries are not currently accessible to wheelchair users. For further information on how we can support you, 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.

### 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 at [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 48 hours' notice. 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.

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)



## Staff Training

The Practice is committed to providing planned training and development for team members to enable them to realise their full potential, to meet regulatory requirements, and make the best possible contribution towards delivering a high standard and treatment and service to patients. Each employee has a training record which is reviewed annually, with any further training needs identified based on the GDC guidelines, the individual's aspirations, performance, and the development plan for the Practice as a whole. All team members complete CPD regularly, and in line with official guidance. The Practice Manager, Emma Watts, is responsible for overseeing the training programme for all staff.

## Zero Tolerance Policy

The Practice is committed to providing a safe working environment by minimising the risk of violent and aggressive behaviour at work, and we take it very seriously if a member of staff is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that Dentists and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

## 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](mailto: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](http://www.ombudsman.org.uk)

### **Private patients only:**

The General Dental Council private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://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](http://www.gdc-uk.org), contact them at [information@gdc-uk.org](mailto:information@gdc-uk.org), or by calling 020 7167 6000. You can also contact the [Care Quality Commission](http://www.cqc.gov.uk) (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.