

Sandygate

D E N T A L

Welcome to our Practice

At Sandygate Dental we've been caring for smiles for over five decades. Family run and proudly rooted in the Crosspool community, we've built a reputation for trusted care that spans generations.

We take the time to understand your concerns, goals, and preferences. Whether you're feeling nervous, haven't seen a dentist for a while or simply want honest advice, you'll find a calm and supportive environment here. We believe preventative care should be simple, stress-free, and accessible to all. Our aim is to encourage more people to visit the dentist regularly and to do this, we want to get to know you better. By building a trusting relationship, you can, with greater confidence, make the decisions that will improve or maintain your healthy teeth and gums for years to come. We support this by taking the time to listen and understand you; we educate and advise using images that allow you to see inside your mouth and visualize accurately what the dentists see. Using the latest cameras and 3D digital imaging and scans, we can show you the options or concerns as we see them and support you to make informed and considered choices with confidence. Our team are here to support you.

This information leaflet tells you about our Practice, the services we provide, how to make an appointment, who to contact for further information, and more. If you have any questions that are not covered here, please don't hesitate to get in touch.

Our Team

Principal Dentist

John Alesbrook BDS, MFGDP, Cert Clin Ed

BDS Sheffield 2003

GDC Registration 82345

John is our Principal Dentist and is proud to have been part of the Crosspool community for many years. After graduating from the University of Sheffield in 2003, he spent six years building his experience as an Associate Dentist in Doncaster before purchasing Sandygate Dental in 2009 with his wife, Nicola. Since then, he has focused on creating a welcoming practice where patients feel comfortable, listened to and well cared for. John particularly values building long-term relationships with his patients and takes time to understand their goals and concerns, helping them feel relaxed and confident about their treatment. Alongside providing general dental care, he has extensive experience in placing and restoring dental implants and enjoys advanced restorative dentistry, helping patients rebuild their smiles and confidence. He also enjoys using digital dentistry to straighten teeth using the

Invisalign clear aligner system. John is passionate about supporting the next generation of dentists and spent 14 years as a Foundation Dental Trainer, mentoring newly qualified dentists as they took their first steps into practice. Outside of dentistry, John enjoys spending time with his family and making the most of the local area. His interests are wide-ranging, and he can often be found rowing on Damflask Reservoir.

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

After graduating with honours from the University of Sheffield in 2018, Chris began his career in general practice here at Sandygate Dental. He later spent a year working in Oral and Maxillofacial Surgery in Nottingham, gaining valuable experience in oral surgery, TMJ conditions, facial trauma, infections and oncology. We were delighted to welcome him back to the team after this time. During this period, Chris also successfully completed the MFDS postgraduate examinations with the Royal College of Physicians and Surgeons and has recently undertaken further postgraduate training in restorative dentistry, specialising in prosthodontics to enhance his skills in restoring and rebuilding smiles. Chris is known for his calm and friendly approach, taking the time to get to know his patients and helping them feel relaxed and comfortable throughout their visits. Having grown up locally, he loves making the most of the surrounding area and can often be found running or hiking nearby. Outside of dentistry, Chris has a passion for live comedy and theatre, and he also holds a diploma in music tuition.

Associate Dentist
Lorna Mullen
BDS Sheffield 2009 (Hons)
GDC Registration 177969

Lorna graduated with honours from the University of Sheffield in 2009 and has been caring for patients in general dental practice across Sheffield ever since. She values getting to know her patients over time and believes that building trusting relationships is key to helping people feel comfortable and confident about their dental care. Alongside her work in practice, Lorna has also worked as a Dental Officer within the HM Prison and Probation Service, where she gained valuable experience treating a wide range of patients with varied dental needs. She recently completed a Master's degree at the University of Birmingham and has also supported the next generation of dentists as an Educational Supervisor for newly qualified clinicians, something she finds very rewarding. Lorna particularly enjoys helping patients who have lost multiple teeth by creating comfortable, natural-looking dentures. Seeing the difference a new smile can make to someone's confidence is one of the most rewarding parts of her work, and she loves sharing those smile-transforming moments with her patients.

Facial Aesthetic Dentist
Jenny Dorward
BDS Sheffield 2014
Level 7 Certificate in Aesthetic Medicine
GDC Registration 252250

Jenny is a dental surgeon with a special interest in facial aesthetics, and she loves building close, trusting relationships with her patients. She graduated from the University of Sheffield in 2014 and has been providing aesthetic injectable treatments since 2017, helping people achieve natural, balanced results that enhance both their confidence and wellbeing. Jenny holds a Level 7 Certificate in Aesthetic Medicine, the gold-standard qualification for practitioners providing toxin and dermal filler treatments, recognised by Health Education England. She enjoys getting to know her patients' goals and concerns and tailors' treatments to support the ageing face or subtly improve facial proportions, always prioritising their comfort and understanding throughout the process. She has also trained in using injectables to treat functional concerns, including hyperhidrosis (excessive sweating) and jaw issues like teeth clenching, allowing her to care for patients in a holistic way that goes beyond aesthetics. Jenny complements this with her expertise in medical-grade skincare through Medik8 and champions the CSA philosophy, a simple, clinically proven routine centred around Vitamin C, sunscreen and Vitamin A, helping patients maintain healthy, radiant skin at every stage. Jenny's approach is personal, attentive, and relationship-focused, ensuring every patient feels supported and confident in their journey.

Dental Hygienist – Therapist
Anum Nisa
Diploma in Dental Hygiene and Therapy University of Sheffield 2024
GDC Registration 318219

Anum joined the practice in February 2026 after graduating from the University of Sheffield in 2024. She has a particular interest in periodontal care and is passionate about helping patients improve and maintain the health of their gums. Anum places a strong focus on education and prevention, taking the time to explain things clearly so patients feel informed, reassured, and confident about looking after their oral health. Anum enjoys building positive relationships with her patients and creating a calm, supportive environment where people feel comfortable asking questions and taking an active role in their care. Outside of the clinic, Anum enjoys expressing her creativity through sketching and intricate henna designs. She also loves spending time outdoors on nature walks and making the most of quality time with friends and family.

A committed team supports our Clinicians:

Business and Finance Manager
Nicola Alesbrook
BSc

Nicola is an experienced manager who brings both heart and expertise to everything she does. After graduating from university in Sheffield, she spent over 15 years working in the Third Sector, where she successfully raised millions of pounds to support charitable projects

across the UK. Helping organisations grow and make a difference has always been close to her heart. After marrying John, Nicola chose to bring her wealth of business knowledge into the dental sector. She now works closely alongside John, focusing on business planning and continuity management to help ensure the practice runs smoothly, sustainably, and always with patients' best interests at its core. Outside of work, Nicola and John love spending time with their family and being part of the local community. When she's not at the practice, you'll often find her out and about in the area, enjoying cycling or rowing and making the most of the outdoors.

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 straight from school and qualified as a Dental Nurse in 2002. Over the years, she has grown alongside the practice, progressing to Lead Dental Nurse before stepping into the role of Practice Manager in 2021. With her many years of clinical experience and deep understanding of how the practice works, she helps make sure everything runs smoothly while supporting both patients and the team. Emma takes pride in creating a welcoming environment where people feel comfortable, cared for, and confident in the service they receive. Outside of work, Emma enjoys spending time with her two children and keeping active by running with a local running club. She also loves baking and is well known among the team for bringing in homemade treats to share

Lead Dental Nurse and Patient Care Co-ordinator

Phoebe Eyre RDN

GDC registration 283147

Diploma in Dental Nursing Level 3 QCF City & Guilds 2019

Certificate in Dental Radiography

Phoebe joined our team as an apprentice back in 2017, and from the very beginning she brought warmth, enthusiasm, and a real passion for patient care. After qualifying as a dental nurse in 2019, she continued to grow within the practice and is now our wonderful Lead Nurse and Patient Care Coordinator. Phoebe plays a key role in making sure every patient feels supported and confident throughout their journey with us. She works closely with both our dentists and patients, helping to guide treatment planning and ensuring everything runs smoothly from start to finish. She's always happy to answer questions, offer reassurance, and make sure each visit feels as comfortable and stress-free as possible. Outside of work, Phoebe is a devoted mum and loves spending quality time with her daughter. You'll often find her enjoying weekends away in her caravan, making special family memories and recharging for the week ahead.

Dental Nurse and Infection Prevention and Control Lead
Lucy Watson RDN
GDC registration 295188
Diploma in Dental Nursing Level 3 QCF City & Guilds 2021

Lucy joined Sandygate Dental in 2020 and qualified as a dental nurse in 2021. She spent a short time working in the paediatric department at the Dental Hospital before happily returning to the practice in 2022. Lucy is now our Infection Prevention and Control Lead, a role she really enjoys for the variety of challenges it brings. Alongside her day-to-day dental nursing, she oversees the practice's infection control policies and procedures, including water management, helping the whole team maintain the high standards she sets. She also supports and trains staff to ensure everyone is confident in delivering safe, excellent care. Outside of work, Lucy loves spending time with her son, often heading out for soft play adventures or park visits, and enjoying quality time with her family.

Trainee Dental Nurse
Rukayat Kehinde
B.Tech.

Rukayat graduated from a University of Technology in Nigeria in 2019, where she majored in Teaching. Alongside her studies, she also completed leadership training and gained international qualifications through UNESCO. After moving to the UK in 2022, she discovered a growing interest in healthcare and decided to pursue a career in dentistry. Rukayat joined Sandygate Dental as a trainee dental nurse in 2024 and is currently working towards the National Examining Board for Dental Nurses Level 3 National Diploma in Dental Nursing. She enjoys learning new skills and takes pride in supporting both the clinical team and patients throughout their visits. Known for her warm and caring nature, Rukayat loves getting to know patients and making them feel comfortable and supported. She enjoys helping people feel listened to and doing her best to ensure they leave the practice feeling reassured and often with a smile on their face. Outside of work, Rukayat loves spending time with her family and enjoys cooking a wide variety of traditional Nigerian dishes to share with them.

Trainee Dental Nurse
Mafalde Filipe

Mafalde joined us in 2026 as a trainee dental nurse and will be working towards her qualification.

Reception Administrator
Melissa Kelly

Melissa joined us in 2024 after spending more than 15 years working in property lettings. Although dentistry was a new field for her, she quickly embraced the opportunity to learn and has loved getting to know our patients, whether welcoming them at reception or chatting with them over the phone.

Melissa enjoys being part of the friendly atmosphere at the practice and takes pride in helping patients feel relaxed, welcomed, and well looked after from the moment they get in touch. Outside of work, Melissa loves spending time with her family, especially in the garden.

She has recently started growing her own plants and herbs in her greenhouse and enjoys watching everything flourish. She also enjoys getting outdoors on walks with her little boy, who shares her love of nature and fresh air.

Reception and Marketing Communications Administrator

Loti Smith

BA

Loti brings her love of people and organisation to everything she does at the practice. After studying English Literature and Creative Writing at university, she now uses her creativity to help share the story of the practice and promote the services we offer. One of Loti's favourite parts of her role is getting to know our patients. She enjoys helping to create a warm, welcoming atmosphere and loves seeing patients feel part of the Sandygate Dental community. Outside of work, Loti enjoys exploring Sheffield and the beautiful Peak District with her child. When she gets the chance, she's also happily dreaming about, or planning, her next relaxing spa day!

Our Services

Our services are designed to support your ongoing oral health and wellbeing. Whether you're new to the area, overdue a check-up, or considering cosmetic treatment, we're here to help you and your family.

Private Treatment

We offer a full range of preventative and restorative dental treatments, as well as cosmetic treatments such as Invisalign, tooth whitening, dental implants, and facial aesthetics. For full details about the services and treatments we offer, please visit our website:

www.sandygatedental.co.uk

Membership Plans

Preventative dentistry delivered regularly greatly reduces the risk of dental disease and provides a platform for a lifetime of improved oral health. We encourage such an approach and with this in mind, we have joined with DPAS Limited to design a dental plan that supports our patients who are committed to maintaining and improving their oral health. You may wish to choose one of our membership plans, allowing you to spread the cost of your preventative care. Other benefits of our membership plans include:

- 15% discount on treatment (exclusions apply)
- Appointments with the dentist of your choice for routine care
- Out-of-hours appointments
- Longer appointment times in dedicated private clinics
- One complimentary emergency assessment per year
- Access to the Worldwide Dental Emergency Assistance Scheme
- Free tea/coffee while you wait.

You can view further information about our Membership Plans here:

<https://www.sandygatedental.co.uk/fees/membership-plan/>

Patient Care Co-ordinator

The role of our Patient Care Co-ordinator is to support you through your treatment journey; answer any questions and schedule appointments to ensure you have a smooth transition to a happy and healthy smile.

You can book a complimentary appointment to discuss your:

- Dental concerns
- Dental aspirations
- Dental anxiety and how we can support you
- Treatment options and what is involved at each stage
- Estimated treatment fees
- Finance options including our 0% finance and Membership Plans.

NHS Services

We have a small number of patients seen on NHS basis, who are provided with the full range of NHS general dental treatment (excluding orthodontics and sedation). The NHS no longer offers dental 'registration' as it did in the past. This means that having had an NHS appointment previously does not guarantee future access, and NHS appointments can only be offered when capacity allows.

Facilities

We want our patients to feel comfortable and relaxed when visiting our Practice. We provide music, a coffee machine, drinking water, comfortable chairs, and a play corner for the children in our recently refurbished reception area.

Contact Details

Please feel free to contact us with any questions, and our team will be happy to help.

Sandygate Dental Practice
17a Sandygate Road
Sheffield
S10 5NG
Tel: 0114 2661265
reception@sandygatedental.co.uk
www.sandygatedental.co.uk



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.

How to find us

We are accessible by car and public transport. We encourage the use of public transport wherever possible to encourage sustainable practices, as part of our commitment to

support Green Impact Dentistry. You can access the Practice by bus: there is a 51 bus stop on Sandygate Road close to the practice, or if you are happy for a short walk, you can also take the 120 to Fulwood Road and walk up from there. If you wish to travel by bicycle, there are places to lock your bike on Sandygate Road, including one opposite the practice.

If travelling to us by car is your only option, there are parking spaces on Sandygate Road at the front of the Practice, including some Blue Badge bays. These spaces have a 2-hour parking time limit. There is also on-street parking in the local area.

Accessibility

We have provisions in place for patients requiring additional support, including a hearing loop, large print documentation, and assistance with accessing the stairs. The spoken language at the Practice is English, and we can also arrange a translator for patients who require one, including British Sign Language. Unfortunately, our surgeries are on the first and second floor and not currently accessible to wheelchair users. For further information on how we can support you, please call reception.

Making a Routine Appointment

To make an appointment, please either call in to the Practice in person, or telephone the Practice reception on 0114 2661265. Or alternatively, go to www.sandygatedental.co.uk and follow the link to book your own appointment.

What to expect on your first visit

From your first visit, you will be warmly welcomed by our friendly and knowledgeable team. We are here to provide reassurance and all the information you need to make the best choices for your dental care.

Prior to your first visit you will be asked to complete several forms electronically, including a medical history form. We will ask you to provide your doctor's details, current medications, and an emergency contact. If you are unable to complete these at home, please let our reception team know so they can guide you.

At your first visit, you will meet the Practice team, and an initial oral health assessment will be conducted to assess your teeth, gums, jaw joint and soft tissues. If your clinician feels X-rays are appropriate, these will be offered to you also. You and your clinician will discuss your dental concerns and aspirations, before designing your treatment plan; the risks and benefits will be discussed, and you will be provided any information you require before you decide to go ahead. We understand that there is a lot of information shared in an initial dental appointment and, for new private patients, our patient care co-ordinator will send you a written summary of your appointment. You can also book a complimentary appointment with our patient care co-ordinator to discuss treatment plans and ask other oral health questions.

Once you decide to go ahead with your treatment plan you can book subsequent appointments with our reception team; we will guide you how to do this. A consent form may be sent to you either via DocuSign, email or through the post before your treatment begins. We can also assist you in signing your consent form in the practice if you prefer.

If you're a new patient and would like to come and see the Practice and meet some of the team before your first visit, please call the reception and we will be happy to arrange this for you.

Reminders and Recalls

Following your oral health assessment your clinician will recommend when you next need to be seen based on your risk factors, following National Institute for Health and Clinical Excellence (NICE) guidance. Private patients are encouraged to book their next appointment before they leave to ensure they secure the most convenient appointment time for them with the clinician of their choice.

We will contact NHS patients when they are due for their routine dental care to offer an appointment as NHS capacity allows.

We endeavour to remind all patients about appointments they have booked by automated letter, email or text message.

Cancellations

If we need to change the date and/or time of your appointment, we will do our best to give you as much notice as possible of the changes.

We understand that cancellations are sometimes unavoidable due to illness or emergencies and ask that patients give at least 48 hours' notice to cancel or rearrange a dental appointment whenever possible. Cancellations can be made by telephone or email.

There may be a fee for private dental appointments that are missed or cancelled with less than 48 hours' notice. The fee is based on the length of the appointment.

If two NHS dental appointments are missed or cancelled with less than 48 hours' notice within a rolling 12 months period, we may be unable to offer you further NHS dental care.

Dental Emergencies and Out of Hours Care

Should you have a dental emergency during Practice hours, please telephone the Practice at your earliest opportunity to seek advice. Appointments are allocated based on clinical priority.

For dental emergencies outside of normal Practice hours, patients with a practice membership plan should call 0808 169 8117. All other patients should contact NHS 111 for help and advice.

Fees

We offer clear, transparent pricing, flexible finance options (subject to T&Cs), and affordable membership plans to help you stay on top of your oral health, whatever your needs or budget. Any treatment offered (either private or NHS) will be estimated, discussed and agreed with you in advance. You can view our current private fees on our website here: <https://www.sandygatedental.co.uk/fees/fee-guide/> or you can request a paper copy of our fees from reception.

Current NHS dental charges are:

- Band 1 – £27.90
- Band 2 – £76.60
- Band 3 – £332.10

You can find out if you qualify for NHS fee exemption by visiting the NHS website here:

<https://www.nhs.uk/nhs-services/dentists/who-can-get-free-nhs-dental-treatment/>

Methods of Payment

We accept cash and all major credit and debit cards except for American Express and Diners. BACS payment is only accepted for specific treatments e.g., dental implants. When booking appointments, we may ask for a deposit at time of booking, and/or to settle the full account at each visit.

New Patient Registration

We accept new private patients year-round. We are currently unable to see new NHS patients, and our waiting list is currently three years long. Patients have a right to express a preference for a particular clinician. Please discuss your preference with the receptionist or your clinician, and we will endeavour to support your request. However, we cannot guarantee that your preferred clinician will have capacity to take on more patients.

Patient Feedback

We welcome 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), Google, or in person either in our suggestions box or by speaking to our reception team.

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.

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 General Dental Council guidelines, the individual's aspirations, performance, and the development plan for the Practice as a whole. All team members complete continuing professional development regularly, and in line with official guidance. The Practice Manager, Emma Watts, is responsible for overseeing the training programme for all staff.

General Dental Council Information

As a dental practice we are regulated by the General Dental Council (GDC) and follow their standards to provide excellent and well-rounded patient care. We are dedicated to continued learning and improvement, and there are nine principles that guide our care:

1. Put patients' interests first
2. Communicate effectively with patients
3. Obtain valid consent
4. Maintain and protect patients' information
5. Have a clear and effective complaints procedure
6. Work with colleagues in a way that is in patients' best interests
7. Maintain, develop and work within your professional knowledge and skills
8. Raise concerns if patients are at risk
9. Make sure your personal behaviour maintains patients' confidence in you and the dental profession.

Care Quality Commission (CQC) Information

You can view our latest CQC report on their website here: <https://www.cqc.org.uk/location/1-210862658>

Rude and Abusive Patients

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 must 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. You can request a copy of our complaints policy from reception or see our website.

Contacts

NHS patient complaints:

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>

Parliamentary Health Ombudsman (England):
T: 0345 015 4033
www.ombudsman.org.uk

Private patient complaints:

The General Dental Council private dental complaints service
T: 020 8253 0800
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](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.

NHS Local Area Team:
Information about local NHS dental services can be obtained from [NHS South Yorkshire Integrated Care Board \(SYICB\)](http://www.nhs.uk)
722 Prince of Wales Rd
Sheffield
S9 4EU
T: 03330410021
<https://southyorkshire.icb.nhs.uk/contact-us>

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