



## General Practice Information

# General Practice Information

1. Thank you for choosing Apex Dental Group as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to our reception team or our Practice Manager, Matt Whysall on 01458 445538 (Street) or Jane Collins on 01458 270813 (Somerton) or email the practices at [street@apexdentalgroup.co.uk](mailto:street@apexdentalgroup.co.uk) and [somerton@apexdentalgroup.co.uk](mailto:somerton@apexdentalgroup.co.uk).
2. The practice provides high quality NHS dental care (except orthodontics and sedation) to all members of the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.
3. We also provide treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services, please contact the practice.
4. If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you.

**5. We are open during the following times:**

Monday	0900	1700
Tuesday	0900	1700
Wednesday	0900	1700
Thursday	0900	1700
Friday	0900	1700
Saturday	Closed	
Sunday	Closed	

- If you should require out of hours treatment please call the Somerset Dental Helpline on 0300 123 7691 for advice or 111 for a dental emergency
- The NHS Local Area Team is contactable on 0300 3112233 or visit [www.nhs.uk/service-search](http://www.nhs.uk/service-search). This is a service provided by NHS England Local Area Team which is responsible for commissioning dental services in this area

**Other information**

6. You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.
7. We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment in order to ascertain and agree your treatment needs.
8. The following languages are spoken at the practice: English
9. We endeavour to see all patients and our practice in Somerton has been designed so patients with disabilities can access care. Unfortunately, our treatment areas in Street are not accessible to wheelchairs. If you are a wheelchair user, and are able to move from the wheelchair to the dental chair, we can make arrangements for you to be seen at our Somerton practice. If you do

have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

10. Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.
11. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities
12. At your first appointment we do ask that any patient, under the age of sixteen, should be accompanied by a parent or guardian.
13. We will always welcome a friend or relative who may accompany the patient into surgery regardless of the patient's age. If you require a chaperone for your appointment please contact the practice beforehand to arrange this.
14. Apex Dental Group is owned by Dr Mark Brickley as a Sole Trader.

#### **Complaints procedure**

15. We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact the practice manager who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception or download it on our website.

#### **Patient confidentiality**

16. We take patient confidentiality extremely seriously at Apex Dental Group and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

The practice regularly communicates with its patients by email to confirm appointments and costs of treatment. We will not to send by email any information regarded as personal – for example, information about treatment planning and treatment.

For you to benefit from receiving these communications, we need you to give your agreement for us to contact you by email. If we do not receive your acceptance, you will not receive email communications from us. Please ask for an agreement form from reception or download a copy to sign from our website.

#### **Methods of payment**

17. We accept the following methods of payment at the practice: cash and all major credit (except American Express) and debit cards.

## Our team

### 18. NHS Contract Holder:

**Dr Mark Brickley BDS MScD PhD FDS RCS (Ed) MOrth PhD - GDC Number 63661**

#### **Associate Dentists Somerton:**

Dr Alena Vejnar - GDC number 135220  
Dr Melanie Coward - GDC Number 53113  
Dr Birgit Barnes - GDC Number 76862  
Dr Bryn Thompson – GDC Number 81202  
Dr Christine Jardine – GDC Number 58869

#### **Associate Dentists Street:**

Dr Lucy Wright - GDC Number 251891  
Dr Rebecca Wignall – GDC Number 227480  
Dr Rebecca Harrison – GDC Number 264662

### Our dentists are supported by our committed team:

**Hygienists** – Caitlin Miller - GDC Number 187740 (Street)  
Georgina Hill – GDC Number 113525 (Street)  
Sarah Perryman - GDC Number 4899 (Somerton)  
Katy Gordon - GDC Number 150907 (Somerton)

**Matthew Whysall - Practice Manager Street GDC Number 236105**

**Jane Collins – Practice Manager Somerton**

**Alex Catton - Finance & Marketing Manager**

#### **Nurses Somerton:**

Charlotte Ewington GDC No 247565  
Catherine Pike GDC No 122885  
Deborah Bailey GDC No 113824  
Hayley Jellis GDC No 263162  
Helen Palumbo GDC No 252647  
Ermelinda das Neves GDC No 252946  
Regan Locke - Trainee

#### **Nurses Street:**

Jemma Greening GDC No 244162  
Michelle Moy GDC No 261967  
Kirsty Ingersent GDC No 268337  
Emma Roberts – GDC No 279412  
Jennifer Case – GDC Number 199166

#### **Admin/Reception Somerton:**

Kaley Carey – Administrator/Receptionist  
Penny Medcalf - Administrator/Receptionist  
Sandra Finn – Administrator/Receptionist

#### **Admin/Reception Street**

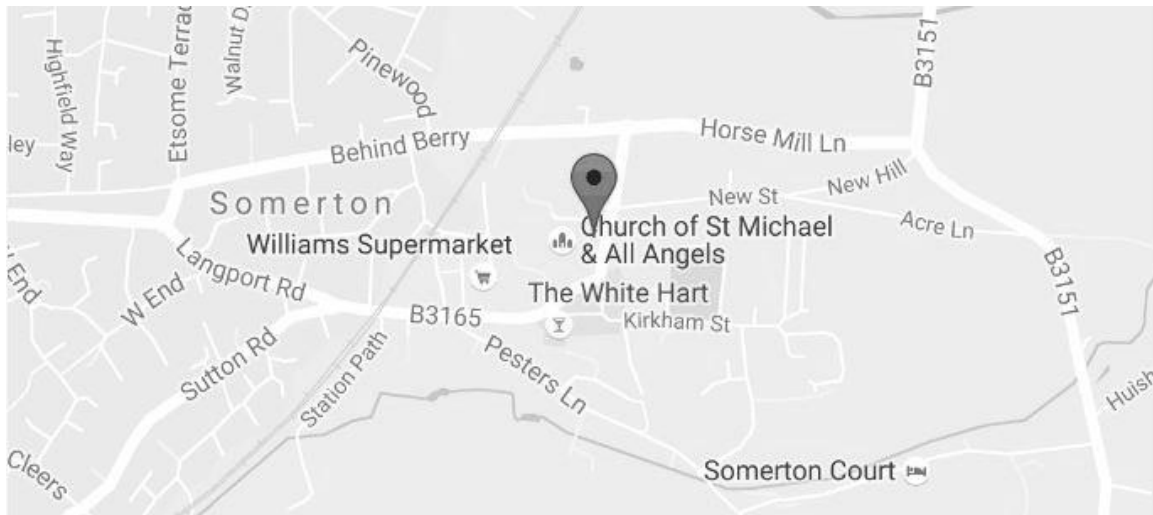
Lottie Welch - Administrator/Receptionist

**Our contact details**

**19.** Apex Dental Group, Hope Cottage, Broad Street, Somerton, Somerset, TA11 7ND  
Tel: 01458 272813      Email: [Somerton@apexdentalgroup.co.uk](mailto:Somerton@apexdentalgroup.co.uk)

Apex Dental Group, 108 High Street, Street, Somerset, BA16 0EW  
Tel: 01458 445538      Email: [street@apexdentalgroup.co.uk](mailto:street@apexdentalgroup.co.uk)

**Somerton practice map**



**Street practice map**

