

Bicton Place Dental Surgery



The very best of private dental care
in a relaxed, pleasant environment
at a very competitive price

Welcome to our practice

Bicton Place Dental Surgery **welcomes you**

How we can help

- pain free, preventative dentistry
- individual and family dental care
- tooth whitening
- cosmetic treatments
- replacement of missing teeth

We will always try to make your visit a positive one with our well trained, cheerful team and our bright, pleasant practice. If you have any concerns, please come and talk to us - we may well be able to help.

Our Team

Stephen Green BDS, BSc - Partner and dentist qualified Manchester 1982.GDC Registration 57038

David Ward BDS, DPDS - Partner and dentist qualified London (Guy's) 1987.GDC Registration 63007

Amba Williams, NEBDN - Dental Nurse

Stacey Johncock, NEBDN - Dental Nurse

Beverley Garratt - Dental Nurse

Jayne Moores - Receptionist and Office Manager

Joining us regularly is Biddy Drummy, CEB Dip Dent Hygiene

"I was so happy to find a good dentist for myself and my family that although we have now moved away from the area, we still make the trip to Bicton Place twice a year to have our teeth done! In my view the practice is well worth the trip."

Mrs L Holliday,
Marlow, Bucks



Practice Standards

We are proud to be Denplan Excel Accredited and members of the British Dental Association 'Good Practice' Scheme which demonstrates our commitment to excellence in patient care, staff development and all areas of our practice.

We observe complete patient confidentiality and follow Data Protection regulations with regard to the security of all our computerised records.

If you have any comments or concerns about the practice or the treatment you have received, please don't hesitate to let us know. We will always try to improve our service through feedback and resolve complaints to the very best of our ability whilst following our comprehensive practice procedure.

After your examination, if treatment is required, your options will be discussed with you to help you decide what is best. For larger treatment plans, or if requested, an itemised plan and quotation will be sent to you for consideration. This will also estimate the number of possible visits that may be required.

Patients requiring orthodontics, sedation or other specialist services will be referred to respected colleagues locally.

Paying for Treatment

Most of our clients are members of Denplan, a plan that spreads the cost of check ups and routine hygiene visits over the year.



Plan members receive a discount of 10% on any treatment required. Membership also provides emergency out of hours call out and worldwide accident cover. Please ask us for details.

Regrettably we are unable to provide treatment on the National Health Service but we do have very competitively priced alternatives. Please ask for a copy of our Price List or you can find it online.

Our patients pay a proportion of their costs at each visit with the balance due on completion of treatment. Paying is straightforward as we accept cash, cheque (with guarantee card) and all major debit and credit cards.

We are unable to offer credit arrangements ourselves, however, if you wish to discuss the possibility of alternative arrangements, our staff on reception will try to help in any way they can.

Cancellations

We would be grateful if you could advise us if you are unable to keep your appointment. Although we do not normally charge for missed appointments, we reserve the right to levy a charge for longer treatment times wasted as a result of non attendance or late cancellation. If it would help, we are very happy to provide a pre-visit courtesy call or text to remind you of your next appointment.

Appointments, Opening Hours and Emergencies

Our opening hours are as follows:

| | |
|-----------|-----------------|
| Monday | 9.00am - 5.30pm |
| Tuesday | 8.00am - 5.30pm |
| Wednesday | 9.00am - 5.30pm |
| Thursday | 8.00am - 5.30pm |
| Friday | 9.00am - 4.30pm |

There is disabled access into the practice and all ground floor surgeries. If you have particular requirements, please talk to a member of staff at reception and we will try to accommodate any special requests.

We reserve appointment times each day for those who might need emergency treatment. If you need to see someone at short notice, we would be grateful if you could contact us as early on in the morning as possible to allow us to use this time to greatest effect.

We provide our own 'Out of Hours' emergency service at weekends and until 10pm each evening. Call 01395 272027 and details will be on our answer machine. After 10pm you are referred to NHS Direct for help.

Emergency call out for Denplan patients is free of charge.

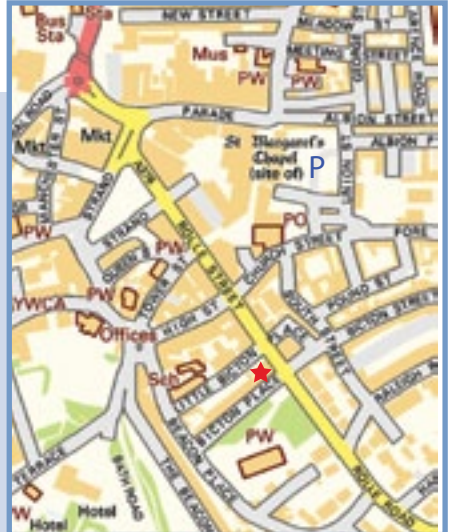
Where we are

13 Bicton Place is located just off Rolle Street, Exmouth.

Follow Rolle Street, up hill from the town centre and we are on the right just before Holy Trinity Church.

There is some parking on Bicton Place itself or plenty a short walk away in the town centre.

The numbers 157 and 57 buses stop nearby in Rolle Street.



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13 Bicton Place, Exmouth, Devon, EX8 2SU

Tel: 01395 272027 Fax: 01395 275248

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www.bictondental.co.uk

