**SURGERY HOURS**

Monday 8.50 am – 1.00pm

2.00 pm – 5.00 pm

Tuesday 8.50 am -1.00 pm

2.00 pm-5.30 pm

Wednesday 9.00 am -1.00 pm

2.00 pm-5.00 pm

Thursday 8.50 am-1.00 pm

2.00 pm-5.00 pm

Friday 8.50 am -1.00 pm

2.00 pm-5.00 pm

\*Saturday 8.50am -1.00pm

\*Saturday clinic is not an NHS clinic

**HINCHLEY WOOD STAFF**

Dr Susan Topping –*Orthodontist*

Dr Kate Roberts-Harry- *Orthodontist*

Dr Zania Lung *- Orthodontist*

Dr Nadia Hikmat – *Orthodontist*

Julia Tinkler – *Practice Manager*

Lesley Davies – *Dental Nurse/Receptionist*

Maria Simmons – *Dental Nurse*

Jane Baxter –*Receptionist*

Mel O’Toole – *Receptionist*

Helen Foulsham *- Receptionist*

Anne Smith *- Receptionist*

Date of last review: January 2018

**MISSION STATEMENT**

At Hinchley Wood Practice we give our time and energy towards providing you with excellence in orthodontic care.

We believe that excellence in orthodontic care involves patients experiencing high quality orthodontic treatment in the most well informed, friendly and caring environment possible.

Our strength lies in a dedicated team who will work together to provide outstanding orthodontic results.

Please note all our clinicians are fully qualified

**THE PRACTICE**

Hinchley Wood Practice is a large red brick building located by Hinchley Wood train station. We have limited parking in our private car park otherwise after 9.30 am there is ample parking around the green in Station Approach

**National Customer Contact Centre:**

E mail: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Telephone: 0300 3112233

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**NHS England-South (South East)**

York House, 18-20 Massetts Road, Horley,

Surrey. RH6 7DE

Website: [www.england.nhs.uk/south/](http://www.england.nhs.uk/south/)

Email: [england.southeast@nhs.net](mailto:england.southeast@nhs.net)

Telephone: 0300 311 2233

**WELCOME TO**

**HINCHLEY WOOD PRACTICE**

**DR SUSAN K TOPPING**

B.D.S.,MSc(Lond.), L.D.S.R.C.S.,

D.Orth R.C.S.,M.Orth R.C.S.(Eng)

GDC No. 61976

**DR KATE ROBERTS HARRY**

BDS (Lond.), L.D.S. RCS (Eng.)

Ext Ortho Training GDPS

GDC No. 58520

**DR ZANIA LUNG**

B.D.S., M.F.D.S. R.C.S.

M.Phil, M.Orth

GDC No. 78224

**DR NADIA HIKMAT**

BDS, MSc Ortho (Lond), MOrth RCS (Edin)

GDC No. 177467

**Hinchley Wood Practice**

**Woodside House**

**Station Approach**

**Hinchley Wood**

**Surrey**

**KT10 0SR**

**Tel: 020 8398 3322/Fax: 020 8398 9922**

E Mail: [mail@hinchleywoodpractice.co.uk](mailto:mail@hinchleywoodpractice.co.uk)

Website: [www.hinchleywoodpractice.co.uk](http://www.hinchleywoodpractice.co.uk)

***Welcome to our Practice* -** If you are a new patient, we would like to take this opportunity of welcoming you to the Practice. We are a well-established practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the services that we provide. To be referred to us under the NHS you will need to speak to your General Dental Practitioner who can action a referral for a New Patient Assessment. If you would like a Private Consultation, please speak to the Reception Team who can arrange this – please note that no referral letter is needed for this. Should you have any further questions, please ask us and we will be pleased to assist you.

***Our facilities*** - We are an orthodontic practice with disabled access and our waiting areas are equipped with current reading material. Our ground floor facilities have a patient toilet suitable for disabled access with the reception area being suitable for wheelchairs. We have a private car park for our patients and we are easily accessible by bus and train services - being next to Hinchley Wood train station.

***Your orthodontist*** – At this practice we adopt a teamwork approach to providing your orthodontic needs. It is our policy for each patient to see one orthodontist on a continuing basis. Please talk to the Reception Team if you have a particular clinician you would like to see. You may be required to see one of the other orthodontists if your orthodontist is not available.

***Orthodontic care*** – We provide NHS and private dental care and it is our practice philosophy to promote good dental health at all times with an emphasis on high quality care. The NHS provides all the treatment necessary to secure and maintain your orthodontic care. You may also choose to have some treatment (ie whitening) privately. We are happy to discuss these options with you so that you may consider the alternatives and we will give you time to ask questions so that you fully understand the treatment.

***Our services*** – We offer NHS and private orthodontic treatments with private patients seeing Dr. Susan Topping. Each surgery is equipped with modern equipment and technology to help us diagnose the correct treatment plan and explain the treatment options to you. We may suggest referral to a particular hospital when we feel that a hospital treatment is more appropriate for the patient treatment plan.

***Cosmetic orthodontics*** – If any aspect of your dental appearance concerns you, no matter how trivial it may seem, please discuss it with us.

***NHS orthodontics*** – Tooth straightening or orthodontics is carried out at this practice and children will be assessed routinely for any corrective treatment requirements. We work closely with the local consultant where necessary to provide you with the best possible care.

***Dentist/hygienist*** – It is essential as part of orthodontic treatment that regular visits to the dentist/hygienist, as recommended by the dentist, are still maintained to ensure a healthy mouth.

***Emergency care*** – We endeavour to see any patients who may have an orthodontic emergency during our normal opening hours. Should you have an orthodontic emergency outside the normal practice hours, please telephone the practice and the answer phone message will give you further information. NHS England South (South East) is responsible for providing our of hours emergency cover.

***Missed appointments*** – At our practice we will endeavour to manage our appointment system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments. If two or more appointments are broken, we may be unable to provide you with NHS care in the future. Our missed appointments policy is displayed in the waiting room.

***Payments*** – Please ask your orthodontist for information on your treatment options and how much it will cost if having private treatment. Fees for private orthodontics are payable at the point of commencing your treatment with a monthly standing order form completed before the start of treatment. Finance treatment spread payment options can be discussed with the Practice Manager. The private payments policy is displayed in the waiting area. You may pay by cash, cheque or credit/debit card.

***NHS treatment and charges*** – If accepted for orthodontic treatment, you will not pay for this treatment, but will have two treatment bags with relevant sundry items at the start of treatment (£20) and the debond stage (£10) with a charge for these. You will be asked to sign an NHS consent to treatment form and a photography consent form at your full records appointment.

***Confidentiality*** – Strict confidentiality of patient records and information is maintained at all times. Patient records are not passed onto any third parties without the patients express permission. All of our staff have received training in our Practice Confidentiality Policy.

***Your Safety*** – As a caring practice we take all necessary precautions to safeguard both patients and staff against infections. We have adopted an Infection Control Policy and we follow the recommended guidelines with regard to the sterilisation of instruments and the use of disposable items.

***Comments about our Service*** – We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. . If you have any concerns please arrange to talk to Julia Tinkler Practice Manager or talk to the Reception Team. There is a Complaints Leaflet available in Reception. We take patient complaints very seriously.

We will withhold treatment from violent or abusive patients.

***Help us to help you*** – If you change address or telephone number, please let us know as soon as possible. This helps keep our records up to date and efficient. From time to time we may ask you to fill in a confidential Medical History Questionnaire to assist in your treatment. Please follow our preventative advice given to you by your orthodontist and keep to the recommended appointments with your orthodontist.

***We are help to Help*** – If you would like any further information about care at the practice, please ask us or visit our website. We also have a large range of patient information leaflets from the British Orthodontic Society regarding each stage from your first visit to all types of treatment.

***Disabled access*** – Please note that whilst we have disabled access to the practice our treatment rooms are on the first floor with stair access. Please chat to our Practice Manager to arrange for use of the ground floor room for consultations and discuss treatment options.

***Keeping your records –*** This practice complies with the 1998 Data Protection Act . We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate orthodontic care. We also need to process personal data about you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

**Access** – you have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing and the payment of a fee for access of up to £10 (for records held on computer) and £50 (for those held manually or for computer-held records with non-computer radiographs). We will provide a copy of the record within 40 days of receipt of the request and fee (where payable) and an explanation of the record should you require it. Please note Dr Susan Topping will confirm regarding any charges for this.