



soar valley 
dental practice

putting smiles first



Welcome!

Soar Valley Dental Practice offers a full range of dental services for you and your family and aims to achieve the highest standards possible.

The services we can provide include:

- Hygiene and preventive advice from our hygienist
- Routine restorations
- Crowns, bridges and veneers
- Gum treatments
- Dentures
- Routine dental health checks.

Providing regular dental advice to help you take care of your teeth and gums may reduce the amount of dental treatment you need.

“ I have to admit I used to hate going to the dentist, but having a practice in the village, on our doorstep, and receiving such friendly, professional and efficient service makes it almost a pleasure to come.”



New patients

We provide private care for adults, and NHS care for adults with an exemption. Children are cared for on an NHS basis.

Further information about the fees we charge and the practice's private Dental Plan are available from reception or our website www.soarvalleydental.com.

If you wish to register with the practice, please contact our receptionist, who will make an appointment for a new patient dental check.

Charges

Any treatment offered (either NHS or private) will be estimated, discussed and agreed with you in advance.

Private patients can choose to join our Private Dental Plan. Membership enables you to spread the cost of your routine dental care. Ask at reception for a leaflet giving more details.

Charges for common procedures are dependent on the surgery time needed and materials used throughout treatment. Payments can be made by cash, cheque or credit card.

The dental team

Principal Dentist

Ashvin Champaneri BChD (Leeds)
GDC no: 72985

Associate Dentists

Dr Devik Patel BDS (Birm 2009)
GDC no: 178062

Dr Jesal Savania BDS (Dundee
2012)
GDC no: 226943

Hygienists

Lydia Pantling (Lpool 1988)
GDC no: 3474

Fiona Murphy EDH (Cardiff 1982)
GDC no: 2476

Practice Manager

Faye Perry GDC no: 130877

Dental Nurses

Lisa Parker GDC no: 130876

Eloise Harrop GDC no: 225422

Sophie Orton GDC no: 225420

Tracey Tipler GDC no: 131879

Hannah McKay GDC no: 198309

Reception

Nicky

“ Ash is the most gentle,
polite and professional dentist
I have ever visited in over
40 years. The background
music and bird song is very
relaxing. Well done everyone! ”



Promises & Expectations

We promise to:

- Welcome you into a caring and professional environment
- Respect each person as an individual, with unique needs and desires
- Fully explain treatment options and costs of proposed work in advance
- Do our absolute best to run on time
- Exceed all requirements for safety and sterility within the practice
- Invest constantly in acquiring new knowledge, skills and technology
- Make no charge for appointments changed or cancelled where 48 hours' notice has been given.

We appreciate your commitment to:

- Look after your teeth by carrying out the techniques that we teach you
- Pay for dental work as required
- Arrive in good time for your appointments
- Attend review and maintenance appointments as advised
- Talk to us, let us know what you think we do, right or wrong.

We are part of the British Dental Association's Good Practice Scheme.

The scheme reflects our commitment to providing quality service to our patients. Our membership is renewed annually to ensure that we continue to comply with the requirements. Below are the commitments we still adhere to:

- We aim to provide care of consistently good quality, for all patients.
- We only provide care that meets your needs and wishes.
- We aim to make your treatment as comfortable and convenient as possible.
- We look after your general health and safety while you are receiving dental care.
- We follow the British Dental Association's guidelines of infection control.
- We check for mouth cancer and tell you what we find.
- We take part in continuing professional development to keep our skills and knowledge up-to-date.
- We train all staff in the practice-wide work systems and review training plans once per year.
- We welcome feedback and deal promptly with any complaints.

We are also fully registered with the Care Quality Commission.

BDA Good Practice
Member



Practice hours

| | |
|------------------|-------------------|
| Monday | 9.00 am – 7.30 pm |
| Tuesday | 9.00 am – 6.00 pm |
| Wednesday | 9.00 am – 6.00 pm |
| Thursday | 9.00 am – 6.00 pm |
| Friday | 8.30 am – 2.00 pm |
| Saturday | 8.30 am – 2.00 pm |

(by appointment only)

Monday – Thursday: the practice is closed between 1.00 pm and 2.00 pm for lunch.

Appointments

You will receive appointment reminders via phone call or text message; whatever your personal preference is.

If you are unable to keep an appointment, please call us at least 48 hours before the stated appointment time. Please note, if you fail to attend an appointment without providing prior notice, a charge may be made.

Telephone reception on 01509 413 965 or call into the practice to make an appointment.



Emergency and out-of-hours care

If you are experiencing a dental problem, please phone the practice as early as possible and we will endeavour to see you that day, if necessary.

Out of hours - if you are experiencing a dental emergency outside of the surgery hours all patients can call NHS direct for advice on **111**.

Alternatively, patients registered with the practice can call our private out-of-hours emergency service on **01384 679024**.

Please note that this service is available weekdays after 6.00 pm and weekends and bank holidays between 9.00 am and 5.30 pm.

Please also note that there is a £100 callout fee for this service, to be paid to the duty dentist should you need to be seen.

Plan patients - may be able to claim this back less any excess.

“ I would just like to say a big thank you to you for putting a smile back on my face. After years of living with a smile I've always been conscious of. ”



Safety

We take the prevention of cross contamination very seriously at the practice, and as such have a very rigid set of cross-infection procedures and guidelines in place to ensure our patients and staff are protected at all times.

Our staff are fully trained in all aspects of cross-infection control and our protocols are available for patients to see, should they request to do so.

Practice policies

The practice has a number of policies to ensure that we provide the best possible care for our patients.

All patient information is processed in line with the Data Protection Act 1998, and is treated with the strictest confidence.

“ *I want to thank you so much for my beautiful smile. You have no idea how long I have waited for this day.* **”**

Spread the word!

We have found that the best way to grow our practice is to ask our satisfied patients to recommend us to their family, friends and colleagues.

So, if you are happy with our service and know of someone who may benefit from visiting us, please pass on our details, we would love to see them.

Thank you

“ *I have had exceptional treatment from all the staff here. I came as a new patient and have been treated well by all concerned. I would recommend the practice to anyone.* **”**





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