



THE AIMS AND OBJECTIVES OF THE ORTHODONTIC PRACTICE ARE:

- To promote good oral health in our patients
- To provide high quality orthodontic care and treatment in line with professional standards
- To ensure our staff are trained and competent
- To understand and meet the needs of patients, involve them in decisions about their care and treat them in complete confidence.

(CQC) REGISTERED MANAGER: Dr Matthew Clover

ORTHODONTISTS AT PRACTICE:

Dr Matthew Clover, Dr Isobel Palmer, Dr Elena Tamas, Dr Elizabeth Graham

OUR TEAM

Our support team are:

DENTAL NURSES: Melanie Thomas, Joanne Oxford, Chloe Wheatley, Chelsea Crosse

PRACTICE MANAGER: Nicki Lane

BUSINESS MANAGER: Pam Clover

PRACTICE PRINCIPAL: Dr Matthew Clover

TREATMENT AND SERVICES PROVIDED:

Salisbury Orthodontics aims to improve patient's self-esteem, self-image and confidence by offering professional dental services of the highest quality.

We provide diagnostic, preventive, restorative and surgical dental procedures for adults and children.

NORMAL WORKING HOURS:

Monday	8.45 - 5.15 pm
Tuesday	8.45 - 5.15 pm
Wednesday	8.45 - 5.15 pm
Thursday	8.45 - 5.15 pm
Friday	8.45 - 5.15 pm

We are closed for lunch between 1.00 pm and 2.00 pm

The practice is open all year round with only certain days closed; Christmas, New Year and Bank holidays. Our practice caters for emergency appointments every day.

OUT OF HOURS COVER:

In the event of a genuine orthodontic emergency outside of our working hours (severe pain, swelling or bleeding)

Please telephone 111

Or email: admin@salisbury-orthodontics.co.uk

CANCELLATION POLICY:

Patients are asked to give 48 hours notice to cancel appointments. Failure to attend two appointments during treatment may result in treatment being stopped.

METHODS OF PAYMENT:

Cash, Cheque or Debit / Credit Card.

Patient Guide

Summary of our statement of purpose

SMOKING POLICY: No smoking or vaping (e-cigarettes) on premises

DISABILITY COMPLIANCE: We currently cannot see patients in a wheel chair but are putting plans in place to have a ground floor surgery. We will happily refer you to our sister practice, Mid-Wessex Orthodontics who can take patients in a wheelchair.

Summary of our statement of purpose

ARRANGEMENTS FOR CONSULTATION WITH PATIENTS ABOUT THE OPERATION OF THE PRACTICE:

The practice believes in engaging with its patients and responding to their views and needs. It hands out practice questionnaires and welcomes any feedback via a suggestion box in the waiting room. We also participate in the NHS Friends & Family Test.

THE ARRANGEMENTS FOR DEALING WITH COMPLAINTS: Complaints Manager - Matthew Clover

The practice has a well-structured complaints policy which indicates who deals with complaints and response times. It is available on request and in the reception area. The practice will:

- find out exactly what happened
- make sure an explanation is received and
- identify learning

THE ARRANGEMENTS FOR RESPECTING THE PRIVACY AND DIGNITY OF PATIENTS:

- The privacy and dignity of patients is respected at all times.
- The practice has a data protection and record keeping policy to ensure security, confidentiality, and proper use of data.
- All consultations and treatments are done in privacy by appropriate staff
- Notes are done contemporaneously to the patient record.

Care Quality Commission (CQC):

All dental practices by law must be registered with and are regulated by the CQC.

For our most recent CQC report please ask at reception or contact Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Website: www.cqc.org.uk

Telephone: 03000 616161

General Dental Council (GDC):

All dental professionals are regulated by the GDC.

Website: www.gdc-uk.org

Telephone: 0845 222 4141

SALISBURY ORTHODONTICS LIMITED

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