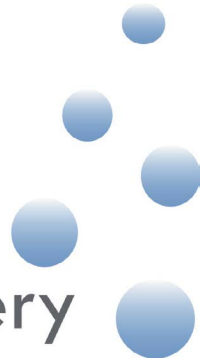


Bicton Place Dental Surgery



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

Welcome to our practice

Bicton Place Dental Surgery **welcomes you**

How we can help

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

Our team takes a preventive, health-based approach to your dental care to try to stop problems before they require extensive and costly dental treatment.

We aim to provide quality care and are focused on our continuing dental education and keeping up to date with all the changes in modern dentistry.

Our well trained, friendly team will always try to make your visit a positive one. If you have any concerns, please do let us know.

Our Dentists

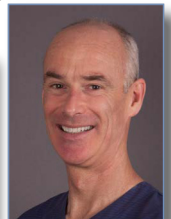
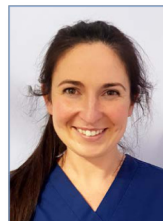
David Ward BDS, DPDS - Owner and Principal Dentist
Qualified Guy's Hospital, London 1987
GDC Reg 63007

Sarah Delap, BDS, MSc - Dental Associate
Qualified University College Cork 2010
GDC Reg 194872

Thomas Brew BDS, MFDS - Dental Associate
qualified Plymouth University 2014 GDC Reg 251922

And our Hygienist

Katie Willis, Dip DH RCS Eng - GDC Reg 114473



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. The practice is regulated by the General Dental Council - www.gdc-uk.org.

We observe patient confidentiality at all times and follow strict Data Protection regulations with regard to the security of all our records.

Your wellbeing and satisfaction is our main concern so please let us know if there is anything that you are concerned or unhappy about. We take all comments and complaints very seriously and try to ensure they are dealt with in a sensitive manner and resolved quickly and efficiently for you.

After your examination, if treatment is required, your options will be discussed with you to help you decide what is most appropriate for you. It is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken. Patients will be provided with a written treatment plan and cost estimate.

Patients requiring orthodontics, sedation, implants or other more specialist services will be referred, with your consent, 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 on our website at www.bictondental.co.uk.

Our patients pay a proportion of their costs at each visit with the balance due on completion of treatment. We accept cash, cheque (with guarantee card) and most 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 as a result of non attendance or late cancellation. We send our patients automatic text and email reminders and if it would help, we are very happy to provide a pre-visit courtesy call to remind you of your next appointment. Please let us know if this would be of interest.

We take great care with all the Personal Data we hold, to ensure we comply with best professional practice and with the law. For a full copy of our Data Privacy Notice please see our website, ask at reception or email info@bictondental.co.uk.

Appointments, Opening Hours and Emergencies

Reception is open from 9.00am each morning. Our opening hours are

Monday	8.00am - 5.30pm
Tuesday	8.00am - 5.30pm
Wednesday	8.00am - 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 as possible to give us the opportunity 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 would be referred to NHS Direct for help.

Emergency call out is free for Denplan patients but otherwise chargeable.

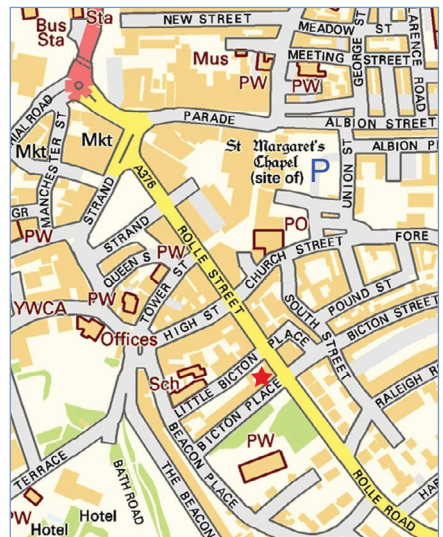
Where we are

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.



Bicton Place Dental Surgery

13 Bicton Place, Exmouth, Devon, EX8 2SU

Tel: 01395 272027

info@bictondental.co.uk

www.bictondental.co.uk

BDA Good Practice
Member



Compliance



Quality



Assurance

