**Patient Confidentiality**

We take patient confidentiality extremely seriously at South Road Dental Practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy. To see a copy of this policy, please ask at reception.

**Complaints Procedure**

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact Julie Hill on 01384 374374 who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception. If your complaint is not resolved to your satisfaction, contact NHS England Contact Centre – telephone 0300 311 2233 or email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk) or contact the General Dental Council, 37 Wimpole Street, London W1M 8DQ.

**Other information**

* You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.
* If you are unable to keep your appointment please let us know as soon as possible so that we can use the appointment for another patient. If you miss more than 2 appointments and give less than 24 hours notice, we may not be able to complete your treatment or offer you NHS care in the future. We will of course take any special circumstances into account.
* Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.
* We accept the following methods of payment at the practice: Cash, all major credit and debit cards or cheques (made payable to D. Philpott).

**NHS England**

The contact details of the Birmingham, Solihull and The Black Country Area team from whom information about primary dental services in the area may be obtained is:

St Chads Court

213 Hagley Road

Edgbaston

Birmingham

B16 9RG Tel: 0121 695 2222

**SOUTH ROAD DENTAL PRACTICE**

**NHS Practice Information Leaflet**

**DR DAVID PHILPOTT AND ASSOCIATES**

**15 South Road**

**Norton**

**Stourbridge**

**West Midlands**

**DY8 3XZ**

**Telephone: 01384 374374**

**Email: info@southroaddentalpractice.co.uk**

[**www.southroaddentalpractice.co.uk**](http://www.southroaddentalpractice.co.uk)

**Welcome to our Practice**

South Road Dental Practice is a popular family orientated practice in the heart of the black country. We are now an NHS PDS practice but can provide private treatment at your request. We are situated in a two storey building and have an excellent reputation within the area. Although surrounded by tradition, we are proud to offer some of the most recent techniques with well equipped modern surgeries.

**The Team**

At South Road Dental Practice we believe that long term qualified staff promotes long term responsible patients. Our team has been expanded to increase the services currently at our Practice.

**Dentists**

Dr David Philpott BDS (principal)(GDC No 68115)

Dr Eloise Butler BDS (GDC No 85686 )

Dr Sarah Hayat (GDC No 211131)

Dr Nida Hussain (GDC No 153916)

Dr Lucy Stratton (GDC No 177769)

Dr Helen Light (GDC No 70525 )

**Hygienists**

Miss Hayley Cook (GDC No 149992)

Mrs Patricia Darby (GDC No 2231)

**Practice Manager**

Miss Julie Hill

**Receptionist**

Mrs Debbie Morley

Miss Jacqui Childs

**Nurses**

Mrs Lynn Cotton (Senior DSA)(GDC No 136354)

Miss Sally Howell (GDC No 219498)

Mrs Julie Kane (GDC No 246177)

Miss Jodi Brewin (GDC No 243495)

Miss Tessa Parsons (GDC No 255027)

Miss Sophie Woodhouse (GDC No 269659)

Miss Charlie Shields (GDC No 280912)

Miss Jessica Bourne (Apprentice Nurse)

**Opening Hours**

We are open during the following times:

Monday 8.30am-1pm 2pm-5pm

Tuesday 8.30am-1pm 2pm-6pm

Wednesday 8.30am-1pm 2pm-6pm

Thursday 8.30am-1pm 2pm-5pm

Friday 8.00am-1.30pm

**Emergency Appointments**

When the practice is not open, patients should call 01384 213735, they are responsible for commissioning the out of hours service. Which is available:

Monday to Friday 7pm-9pm

Sat, Sun & Bank Holidays 9am-12 midday

During normal working hours, please call us for advice as soon as possible if you are a PDS patient. For non-registered patients we have a designated emergency times in our appointment system that have been agreed with the NHS Direct. The telephone number of NHS Direct is 111 or visit online at [www.nhsdirect.nhs.net](http://www.nhsdirect.nhs.net)

**Treatments Available**

A full range of NHS, independent and private treatments are available at your request. We will always discuss the treatment options available to you under all three schemes and give you a detailed estimate of the costs involved for your consideration. Cosmetic dentistry is becoming ever more popular; we are happy to discuss your individual needs.

**What you can expect from us**

At South Road Dental Practice we are committed to providing the highest standard of care to you, our patients. Part of fulfilling this commitment is ensuring that we work in partnership with you. This helps us to understand you and meet your specific needs.

**Continued Professional Development**

The whole practice is committed to a continuing programme of customer care, team training and business development. The whole team is committed to lifelong learning with continuous education programmes, courses and on the job training.