



[idealdentalcare.co.uk](http://idealdentalcare.co.uk)

**Maintain  
a happy,  
healthy  
smile.**

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# Facilities.

All our surgeries are on the first floor and can be accessed via the stairway or lift

If you require assistance with the lift a member of our dental team are happy to help you.

Disabled toilet facilities are available.



# Appointments.

We will provide you with a selection of appointment times to suit your needs where possible, and can offer cancellation appointments should you wish for urgent treatments.

We advise you to book any routine appointments in advance to avoid disappointment if you like a specific time and date.

We require 24 hours notice for cancellations to allow us to issue that appointment to another patient.

There may be a fee for cancelled appointments.



# Your dental practitioners.



**Dr P Tsoi**  
B.D.S MFGDP  
(UK) 70770  
Manchester 1995



**Dr S Daintith**  
M.F.D.S 85587  
Liverpool 2005



**Dr A Jeganathan**  
B.D.S 271703  
Kings College  
London 2017



**Dr D Waistle**  
B.D.S 284384  
Uclan 2019



**Dr N Airey**  
B.D.S 290244  
Uclan 2020

# Your dental radiographers.



**Mrs S Rogan**  
109904  
Manchester  
2005



**Mrs S Newton**  
126868  
Manchester  
2006



**Mrs J Wood**  
136666  
BDA 2014

# Your oral health educators.

**Mrs J Wood & Mrs S Rogan**  
Lancaster 2008

# Your registered dental nurses.



Joanne Haugan  
113817



Stacey Newton  
126868



Joanne Wood  
136666



Samantha Rogan  
109904



Amanda Cookson  
218689



Paula Rimmer  
158143



Zoe McConville  
234765



Hannah Foster  
299977



Laura Warburton  
256286

# Your dental receptionists.



Janine Denney



Julie Greer

# Treatments and services.

- Examination, Diagnosis & Report of Dental Diseases
- Advice & treatment planning
- Periodontal treatment
- Conservative treatment
- Surgical treatment
- Supply and repair of dental prosthetic appliances
- Cosmetic Orthodontics
- Teeth Whitening
- Facial treatments
- Smile makeovers
- Sports Guards
- Anti-snore devices
- Emergency treatment






# Payment options.

We ask for you to pay for any treatment or service on the day you receive it, your dental team will discuss any charges with you beforehand to ensure you are informed and are happy with the costs involved.

If you are experiencing difficulties in paying for your treatment, please inform a member of our team and we will be happy to rearrange your appointments to suit your budget or offer you finance options to help you spread the cost.

We offer a range of payment options:

-  Pay As You Go
-  Finance
-  Ideal Discount Club





# Pay as you go.

 Cash

 Visa / Mastercard

# Finance available.

Why not spread the cost of your treatment with Finance at Ideal Dental Care.

We also offer Patient Finance for all treatments over £250. This is offered through Tabeo Finance.

You can spread the cost from 3 months to 60 months.



Our team can offer a no obligation quotation should you wish.

For Finance under 12 months we are pleased to offer 0% APR. Finance over a longer term is available at 9.9% APR.

# The Discount Club.

**As a member of our Ideal Discount Club you can receive up to 15% off treatments!**

Benefits include:

- Twice yearly examinations
- Twice yearly simple scale and polishing
- PLUS 15% off all other dental treatments\*
- PLUS access to Accident & Emergency Insurance at home or abroad\*.



\*adult memberships only

# Our commitment to you.

## Quality Assurance

Ideal Dental Care has a Quality Assurance Programme which ensures the high delivery of care our patients receive is continually monitored and reviewed.

## Professional Team

All our dental team are registered to practice with the General Dental Council, and have a professional obligation to complete a Continual Professional Development Programme to keep them abreast of current legislation & guidelines as well as providing the most up to date dentistry.

## Patient Safety

We have a commitment to the Safeguarding of Children and Vulnerable Adults in association with the Blackpool and Fylde & Wyre Care Commissioning Group, and all our staff uphold training in this field, as part of our professional development requirements.

All staff hold an Enhanced Disclosure and Barring Service Check and are safe to practice.

## Mental Health & Wellbeing

The Mental Health and Wellbeing of our members and team is of great importance.

We offer a confidential service and can sign post members to help and care.

### **Care Quality Commission**

Ideal Dental Care is registered with the Care Quality Commission and has passed inspections to enable us to provide regulated activities.

### **Confidentiality**

We have strict policies in regards to confidentiality and data security which prevent us from sharing information we hold about you in accordance to the General Data Protection Regulations 2018. There may be special circumstances where we have a duty of care to share information; these are inclusive but not exhaustive to; abiding

by the law, and within the interests of the public if it has greater importance than your confidentiality rights.

### **Quality Standards**

Our Infection Control policies and procedures ensure you have peace of mind that you are receiving the best care.





# Your feedback matters.

We appreciate feedback from our patients and there is opportunity to express your views with our suggestion box and comments book.

# Complaints.

If you feel dissatisfied with the service or care you have received, we want to hear about it.

All complaints are taken very seriously, we will do our very best to listen to any queries and learn from them.

A copy of our complaints procedure is available on request, and is on display within the practice waiting rooms.

You can make a suggestion by posting us a comment in any of our suggestion boxes – these are found in the waiting rooms.

Alternatively, you can give us feedback by visiting our website, [www.ideal dentalcare.co.uk](http://www.ideal dentalcare.co.uk)

If you feel that you have a complaint that you would like to discuss privately, please do not hesitate to contact Andrea Watson – Practice Manager at **[andrea.watson@ideal dentalcare.co.uk](mailto:andrea.watson@ideal dentalcare.co.uk)**

# Freedom of information.

Copies of your records including clinical & radiographical information are available on request under the Freedom of Information Act 2000.

There is no charge for this service. A copy of our Freedom of Information Publication Scheme is available on request.

Please ask a member of our team if you require more information.





# NHS Patients.

We have a small existing NHS contract to which you may have to pay dental charges for or will be free of charge to exempt patients

If you are ever unsure whether you are able to claim for free/reduced cost dental treatment, please pay the relevant band cost and then seek further advice.

You may be able to claim the cost of your treatment back using a HC3 form available online or from JobCentre Plus. There are fine implications for unlawful claims.



# NHS charges.

The NHS charge bands are listed below:

 **Emergency Dental Treatment** – £25.80

 **Band 1 course of treatment** – £25.80

This covers an examination, diagnosis (eg X-rays), advice on how to prevent future problems, a scale and polish if needed, and application of fluoride varnish or fissure sealant.

If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.

 **Band 2 course of treatment** – £70.70

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.

 **Band 3 course of treatment** – £306.80

Covers everything listed in Bands 1 and 2 above, plus crowns, dentures and bridges.

# Useful numbers and contacts.

**For dental facts and information about treatments and services**

[www.ideal dental care.co.uk](http://www.ideal dental care.co.uk)

**Out-of-hours dental emergency service  
The Lancashire Dental Helpline**

Tel: 0300 1234 010

**Domiciliary Care & Services**

Tel: 01253 955200

**For NHS advice and Services**

Tel: 111

[www.nhs.uk/England/AboutNHSservices/dentists](http://www.nhs.uk/England/AboutNHSservices/dentists)

**To find an NHS dentist in your area**

Tel: 0300 1234 010

NHS England – your local area team

Tel: 01772 420150

**Safeguarding & Social services**

**Lancashire NHS Trust**

[www.lancashirecare.nhs.uk](http://www.lancashirecare.nhs.uk)

**Adult Social Care**

0300 123 6720

**Children's Social Care**

0300 123 6720

**Safeguarding Team**

01253 956555

# How to get in touch with us.

## Telephone:

01253 774350

## Fax:

01253 774351

## Email:

[enquiries@idealdentalcare.co.uk](mailto:enquiries@idealdentalcare.co.uk)

## Website:

[idealdentalcare.co.uk](http://idealdentalcare.co.uk)

## Address:

188 Dock Street, Fleetwood,  
Lancashire, FY7 6LT

 **Ideal Dental Care Fleetwood**

## Opening Times:

### Monday

08.45am to 5.00pm

### Tuesday

08.45am to 5.00pm

### Wednesday

08.45am to 5.00pm

### Thursday

08.15am to 5.00pm

### Friday

08.15am to 1.00pm

In the event that you have a dental emergency outside of our normal working hours please call The Lancashire Dental Helpline on 0300 1234 010

This service is for registered patients experiencing severe dental pain, acute swelling and uncontrollable bleeding.

