

## INFECTION CONTROL

As a caring practice we follow recommended infection control guidelines to safeguard both patients and staff.

## CONFIDENTIALITY

Strict confidentiality of patients' records and information is maintained at all times. Patient records will not be passed on to any third-parties without the patients express permission.

## COMPLAINTS

Our practice complaints procedure is detailed on our waiting room notice board. If you would like to comment about any aspect of our service please contact D.F. Hoyos or for Hampshire PCT  
**Telephone 023 8062 7600**

## CAR PARKING

This is available in front of the surgery. Parking is also available on the road opposite the surgery. Please remember that our neighbours' entrances are in constant use.

## OTHER INFORMATION

NHS Direct: 0845 4647

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

Hampshire Primary Care Trust

Omega House

112 Southampton Road

Eastleigh

Hampshire

SO50 5PB

Telephone 023 80627444

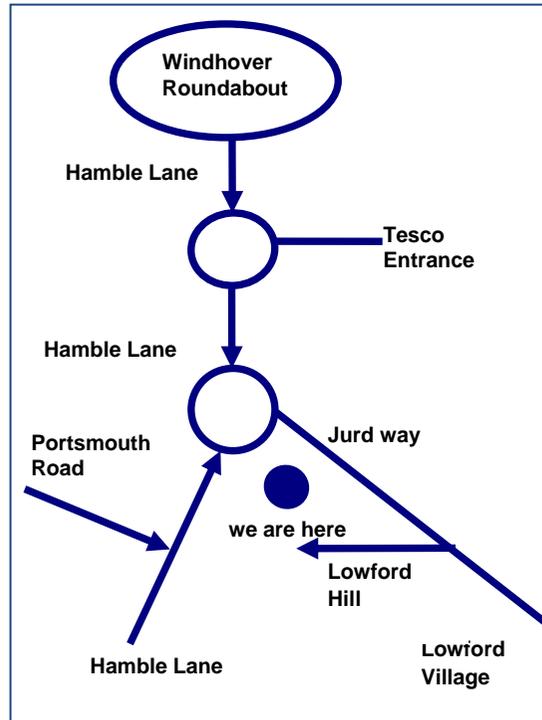
[www.hamphsirepct.nhs.uk](http://www.hamphsirepct.nhs.uk)

## OPENING HOURS

Monday to Friday 9.00 - 5.00

Hygienist Wednesday 9.00 - 4.30

## HOW TO FIND US



Welcome to

# Bursledon Dental Clinic

Desmond Francis Hoyos MSc BDS  
Farhad Vaziri Dental Surgeon  
Michele Trewhella E.D.H. (Hygienist)

Hamble Cottage  
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Bursledon  
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023 8040 3428

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## WELCOME

If you are a new patient here, we would like to welcome you to this practice. If you are an existing patient, our practice leaflet is updated regularly for your use.

## OUR AIM-TEETH FOR LIFE

This can be achieved by good preventative dentistry, involving careful home care, a healthy nutritious diet and regular dental care. You have a most important role to play in protecting your teeth and gums, and those of your children, from tooth decay and gum disease.

## SERVICES AVAILABLE

### Hygienist

Our Hygienist is trained in all aspects of dental care, including Scaling and polishing, applying fissure sealants and promoting good oral health.

### Cosmetic Treatments

Tooth-whitening, white fillings, crowns, veneers and bridge-work.

### NHS services available

D.F & J.A Hoyos have agreed with Hampshire PCT to provide NHS services to children. NHS dental treatment includes all treatment necessary to secure and maintain oral health.

## Orthodontist

We refer children who need to have their teeth straightened to specialists.

## Other Treatments

Dentures, root canal treatments, denture repairs and dental health education.

We use specialists in the area for complicated treatment cases.

## DISABLED ACCESS

We have special facilities to assist people in wheelchairs.

## EMERGENCY SERVICES

During surgery hours, please contact the surgery early in the morning and we shall see you as soon as possible.

### Out-of hours Emergencies

If you require urgent treatment outside of our opening hours you can access advice or treatment by telephoning the practice number or The Hampshire Dental helpline **08450 508345**. This service is not provided or carried out by the practice but commissioned by Hampshire PCT.

## PLEASE KEEP US INFORMED

Please inform us of any changes in your medical history, (tablets, etc), your address or telephone number.

We would like your journey through our practice to be a pleasant one. We will refuse to treat patients who are abusive or violent and will inform the appropriate authorities and Hampshire PCT.

## APPOINTMENTS

To make an appointment telephone us on **02380 403 428**

Should you express a preference of dental practitioner we will endeavour to meet your needs.

Please remember that at times our telephone is extremely busy. We always try to see patients at the appointed time. If you are kept waiting, there is usually a good reason.

At your appointment you will receive a written treatment plan (including costs, if any).

## CANCELLED APPOINTMENTS

If you have to cancel an appointment, please give us as much notice as possible, then your appointment can be used for another patient. Appointments can be cancelled by leaving a message on our answer machine.

Missed appointments may incur a charge. We will not charge for missed NHS appointments for children. If more than two appointments are missed we may no longer be able to offer treatment.

## DENPLAN

We are a Denplan Practice. To register you need to have an assessment, which will be carried out during your first appointment. However, you may have to pay private charges to make you dentally fit. A written estimate for the cost of your treatment will be given to you. A list of charges is available from reception. Payments can be made by cheque, credit and debit cards.