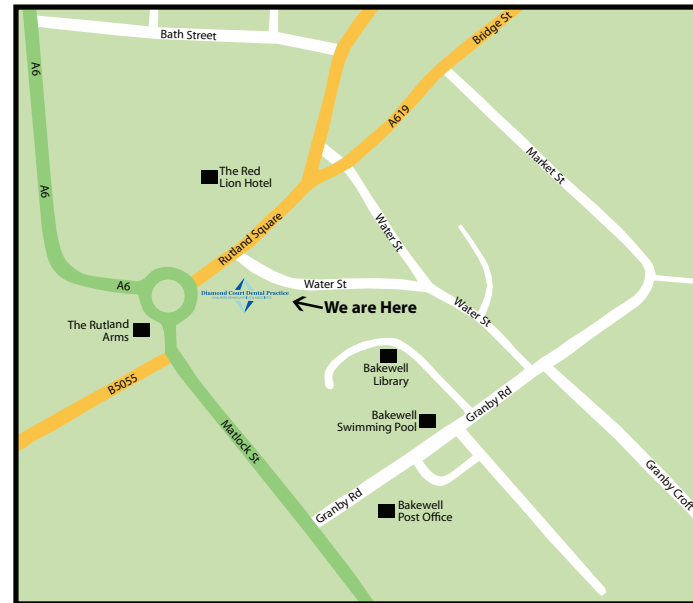


Emergencies...

- If you have a dental emergency within working hours please telephone the practice. Most emergency appointments are allocated early on in the day, so to prevent disappointment please ring at 9am.
- If you have a dental emergency outside normal working hours please telephone the practice on **01629 812991** and listen for your options, this will give you instructions on what to do next. Please note emergency dental care provided by the Primary Care Trust is available after 6pm by calling **01246 514019**.

How to find us...



Opening Hours...

Monday:	9.00 - 13.00	14.00 - 17.30
Tuesday:	9.00 - 13.00	14.00 - 17.30
Wednesday:	9.00 - 13.00	14.00 - 17.30
Thursday:	8.15 - 13.00	14.00 - 16.00
Friday:	8.30 - 13.00	14.00 - 17.00
Saturdays:	9.00 - 12.30	(alternate weeks)



Welcome to Diamond Court Dental Practice and thank you for choosing us to provide your dental care.

This leaflet is to provide you with information about our practice and the services we offer. If you have any questions please contact our receptionists who will be happy to assist you.

Practitioners:

Mr Andrew Chalmers BDS (1988)
Mr Jamie Denholm BDS (2003)
Mr Paul Flint BDS Hons (2004)
Mrs Margaret Hodgson BDS (2006)
Mrs Joanne Reed BDS (1997)
Dr. Reiner Koschitzke MED-DENT (1995)

Tel: 01629 812991

Fax: 01629 815401

Web: www.diamondcourtdental.co.uk

Email: reception@diamondcourtdental.co.uk

Water Street, Bakewell, Derbyshire. DE45 1EW

Our Aim...

We aim to provide high quality **dental care** for the **whole family** in a caring and professional environment. We strive to make dental appointments a pleasant experience for all concerned.

We provide...

High quality private treatments which can be paid for either through Denplan schemes or on an individual basis.

Existing NHS patient care subject to our PCT contract; Derbyshire Primary Care Trust NHS Derbyshire Cluster, 3rd Floor, North Point, Cardinal Square, 10 Nottingham Road, Derby DE1 3QT
(01332 868920 derbyshirecountypct.nhs.uk)

An extensive range of preventative dentistry, including a dental hygienist and a dental health educator who advises children of all ages the importance of good oral hygiene combined with a healthy diet.

A modern well equipped practice with fully trained and registered staff.

A ground floor WC along with 2 ground floor surgeries enabling wheelchair access.

A high standard of patient care and dental treatment which we want you to be entirely satisfied with. If for any reason you are not satisfied with any aspect of the services or care you receive, please contact Mrs Anne Askew (Practice Manager) who will deal with your complaint confidentially and in accordance with our complaints policy.

Our Team...

Plays an important part in the treatment we provide. We recognise the importance of training so we can excel in the provision of your treatment.

- **Will involve you in discussing** and planning your treatment and provide you with an estimate of costs. This may be carried out by your own dentist or our Patient Care Coordinator who specialises in patient liaisons.
- **Will assist you in overcoming any fears** or anxieties you may have about receiving dental treatment.
- **Will make every effort** to ensure any preference you have about which dentist you would like to see is met.
- **Will respect your right to privacy** and keep all your information confidential and secure. The information is recorded securely on our computer system in accordance with the Data Protection Act. Patient information is available on request.
- **Are aware that patients have the right** to request general information in accordance with the Freedom of Information Act 2000.
- **Are committed** to the British Dental Association's Good Practice Scheme

We ask you...

- **To inform us wherever possible if you are unable to attend your appointment** with at least 24 hours notice. Failure to keep an NHS appointment may result in the loss of NHS treatment at the practice. Private appointments may incur a charge.
- **To be prompt for your appointments.** We try our very best to see you at your appointment time, appreciating that your time is as valuable as ours. We suggest you leave plenty of time for parking, especially on market days and during summer months, ample car parking is available nearby at the Agricultural Centre and in the town centre.
- **To pay for your dental treatment on the day you receive it.** We accept the following methods of payments: cash and all major credit and debit cards. We are also able to offer a 0% loan facility subject to terms and conditions. NHS patients who are partially or fully exempt of payment are required to show their proof within the surgery.
Contact reception for payment options.
- **To keep us informed of your current medical status** including any medication you take and complete a new medical history form when required.
- **To inform our Practice Manager** (Mrs Anne Askew) or Call Derbyshire on **08456 058 058** should you suspect abuse occurring either with a member of staff or another patient.
- **To provide us with feedback** should you wish to comment on any of our services or the care we provide. This will enable us to continuously improve our standards.
- **To show team members and other patients respect,** we will not tolerate abusive or violent behaviour towards anyone in our practice.

