

WALL HEATH DENTAL PRACTICE

Est. 1974 (Thompson and Gibbs)

We are a family run dental practice focused on providing preventive, modern dental care. We are keen on improving your dental health and in turn promoting your general health and well-being.

It is our priority to make sure you are comfortable and well looked after. We take pride in delivering dental treatment of the highest standard.

Our facilities include 2 surgeries and a dedicated decontamination room.

At present our team comprises two dentists - Joanne Thompson and Lucy Thompson, and two hygienists - Jodi Read and Carol Bradley

Joanne (GDC 69817) qualified from Cardiff 1994 and joined the practice in 2005. She gained the postgraduate qualification of membership of the Faculty of General Dental Practitioners in 2002. She has certificates in Dental Implantology, Conscious Sedation, The Inman Aligner, Clear Aligners and The Aesthetic Restorative 1 year Course. Joanne completed an MSc in Restorative Dentistry at Birmingham University in 2019 passing with distinction.

Lucy (GDC 101638) joined the practice in 2007. She obtained her BDS (hons) at Manchester University in 2005 having previously gained BSc (hons) in Pharmacology. She is a certified user of The Inman Aligner. Lucy completed an MSc in Advanced General Dental Practice at Birmingham University in 2015 passing with distinction..

Jodi (GDC 3496) joined the practice in 2010. She obtained her Central Examining Board diploma in Dental Hygiene at Birmingham Dental Hospital in 1988.

Carol (GDC 3680) joined the practice in 2011. She obtained her Central Examining Board diploma in Dental Hygiene in 1989.

We are supported by a stable, dedicated staff of six nurses and two receptionists who are also registered nurses.

Kim Campini (GDC 133843) qualified in 1980
Linda Haines (GDC 133850) qualified in 2002
Joyce Somerville (GDC 142542) registered in 2008
Elaine Harper (GDC 126751) qualified in 2007
Helena Windsor (GDC 182760) qualified in 2009
Rachel Colley (GDC 269346) qualified 2017
Samantha Ledington (GDC 254005) qualified 2014
Lucy Jeavons (GDC 174363) qualified 2009

Administration/management
Roger and Jill Thompson

SERVICES PROVIDED

A full assessment of the health of your mouth.
Advice and detailed explanation of your options.
Written estimate

ROUTINE DENTAL CARE

White fillings
Crowns
Bridge work
Dentures
Extractions
Periodontal treatment

COSMETIC DENTISTRY

Tooth whitening
White fillings
Tooth coloured inlays/onlays
Veneers
Crowns

IMPLANTS

Single teeth
Implant supported dentures
Full mouth implant supported bridgework

SEDATION

Nitrous oxide happy air to relax anxious children and adults

ORTHODONTICS

Referral
Inman aligner

PAYMENT SCHEMES

NHS

We see all children and students as NHS patients. In addition we are able to provide care for you if you receive a benefit that entitles you to free dental care or are in possession of a valid exemption certificate.

PRIVATE

We offer our extensive services at competitive rates.

BUDGET YOUR PAYMENTS

Denplan Essentials
Denplan Care

PAYMENT

Full estimate given
Please pay for you treatment as it is carried out
Payment can be made by:
Cash
Debit/Credit Card

LANGUAGES SPOKEN

We speak only English. We suggest that if you do not speak English, it would be advisable to bring an interpreter with you. If needed, interpreter services can be arranged through Five Star either face to face or telephone interpretation. British Sign Language and Deaf/dumb interpretation can be arranged through Communication+.

FEEDBACK

Please tell us what you think of our service and care. Comments slips are available at our reception or please visit our website to post your feedback

COMPLAINTS

Please ask the receptionist for details of our complaints procedure should the need arise. Joanne and Lucy Thompson are our complaints managers.

APPOINTMENTS

Please call us on **01384 292666** and one of our reception team will be happy to assist you with an appointment.

PRACTICE HOURS

Monday 8:30 am – 12:30 pm & 1:30 pm – 5:00 pm.
Tuesday, Wednesday and Friday 8:30 am – 12:30 pm
& 1:45 pm – 5:15 pm.
Thursday 9:30am – 1:30pm & 2:30pm – 6:00pm

CANCELLATIONS

Please give us 24 hours notice if you need to cancel your appointment.

Late cancellations will be charged for the time unless it is reallocated.

EMERGENCIES

Emergency appointments are available every day at 12.15 and 15.00.

Please phone early if you need an urgent appointment.

OUT OF HOURS EMERGENCIES

NHS service 01384 213735
19.00-21.00 weekday evenings
9.30 - 12.00 weekends and bank holidays

Practice advice and call out service ring 01384 292666 for details
19.00- 22.00 weekday evenings
9.30 - 14.00 weekends and bank holidays

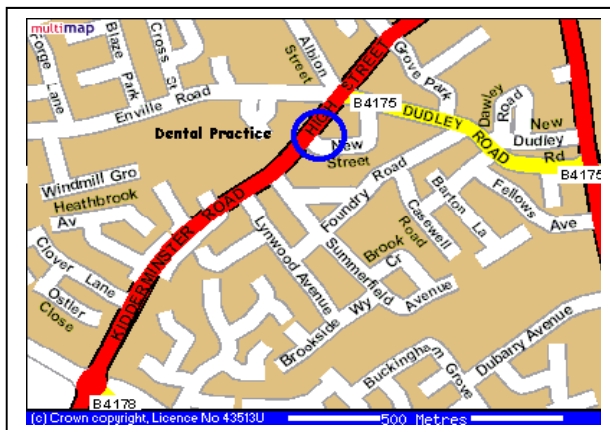
£157.50 call out fee or insurance excess will be charged for call out.

USEFUL NUMBERS

DENPLAN HELPLINE 0800 844 999

NHS England 0300 311 2233

HOW TO FIND US:



DIRECTIONS

Follow the A449 to Wall Heath. We are near the centre of Wall Heath Kidderminster to Wolverhampton Road, under **The Beauty Rooms**

WHERE TO PARK

We have a car park off New Street next to the practice. Further parking is available by the shops in the arcade off Enville Road and at the hotel opposite the practice.

DISABLED ACCESS

We have ramps that enable access for wheel chairs and a disabled toilet. We are able to treat patients in their wheel chair if necessary.

DATA PROTECTION

At Wallheath Dental Practice, 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 or ask at reception for a printed copy
Joanne is our Information Governance Lead and Jill is our Data Protection Officer

Practice Information Leaflet



01384 292666

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