

## **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 three surgeries and a dedicated decontamination room.

At present our team comprises two dentists - Joanne Thompson and Lucy Thompson, and three hygienists – Katie Reeve, 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.

Katie (GDC 158543) joined the practice in 2020. She obtained her Bsc Dental Hygiene and Therapy at Portsmouth University in 2010

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

Helena Windsor (GDC 182760) qualified in 2009  
Lucy Jeavons (GDC 174363) qualified 2009  
Lisa Parfett (GDC 109941) qualified in 2007  
Lorraine Jones (GDC 115741) qualified in 2007  
Rosie Wooldridge (GDC 291460) qualified 2020  
Jade Baggott (GDC 221754) qualified in 2012  
Tiegan Morris – Trainee Dental Nurse  
Alisha Hanif – Receptionist  
Lara Lewis – Receptionist  
Samantha Mackay – Receptionist

### **Administration/management**

Jill Thompson  
Lucy Jeavons (GDC 174363 qualified 2009)

### **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 Wordskii, 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.

### 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

£180.00 call out fee or insurance excess will be charged for call out.

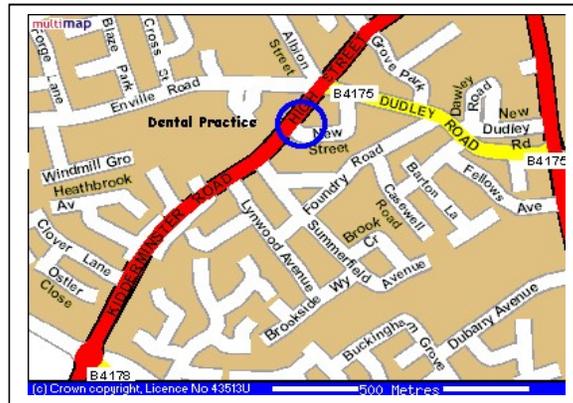
### USEFUL NUMBERS

DENPLAN HELPLINE 0800 844 999

NHS England 0300 311 2233

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### HOW TO FIND US:



### DIRECTIONS

Follow the A449 to Wall Heath. We are near the centre of Wall Heath Kidderminster to Wolverhampton Road.

### 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 pub opposite the practice. Blue-badge holders can park in front of the practice on the double yellow lines if the car park bays are unsuitable.

### DISABLED ACCESS

We have step-free and wheelchair access via our rear entrance. Please contact us if you would like to use this entrance. We also have an ambulant disabled toilet.

### BARIATRIC PATIENTS

Our dental chairs have a weight limit of 21 stones. Patients exceeding this weight may need to be referred elsewhere for treatment.

### 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. Lucy Jeavons is our Data Protection Officer

## Practice Information Leaflet



01384 292666

Wall Heath Dental Practice  
7 High Street  
Wall Heath  
West Midlands  
DY6 0HA

Tel: 01384 292666  
email: [info@wallheathdental.co.uk](mailto:info@wallheathdental.co.uk)  
[www.wallheathdental.co.uk](http://www.wallheathdental.co.uk)