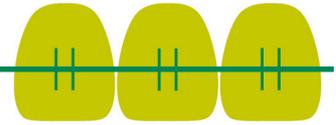


# **PRACTICE INFORMATION LEAFLET**

# The Orthodontic Practice



43 Guildford Road, Horsham, West Sussex RH12 1ND  
01403 266017 [www.bracesussex.co.uk](http://www.bracesussex.co.uk) [office@bracesussex.co.uk](mailto:office@bracesussex.co.uk)

## Practice Information

### Introduction

This information is here to tell you all about our Practice.

Please ask about anything you don't understand and afterwards if you have any further questions or would like to book an appointment, please do not hesitate to phone us on 01403 266017 or email [office@bracesussex.co.uk](mailto:office@bracesussex.co.uk) for further information.

The Practice provides high quality orthodontic care. We understand the needs of our patients, and ensure your treatment is done by properly trained staff, and that you are involved in decisions about your care.

Our Practice is limited to orthodontic treatment only.

Both NHS and private orthodontic treatment is available to patients under 18 years of age. Adult patients are only seen for consultation privately, following which options and treatment costs will be discussed.

Please note that under current rules an NHS consultation appointment does not necessarily imply that the patient is eligible for treatment under the NHS. We will inform you of the possible options but reserve the right to treat as we feel appropriate.

You can be referred by your dentist for NHS or private treatment or make an appointment with us directly (self-referral) for private treatment.

To find an NHS dentist, please call the NHS Dental Helpline for details of dentists accepting NHS patients in your area: 0300 1000 899. NHS Direct: call 111. NHS Choices [www.nhs.uk](http://www.nhs.uk)

### Care Quality Commission CQC

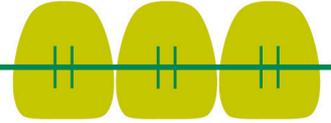
The Orthodontic Practice is registered with the CQC and registration details can be obtained from CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161, email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk), website: [www.cqc.org.uk](http://www.cqc.org.uk)

*Our aim is to provide treatment in a comfortable and relaxing atmosphere. We are always happy to have your comments.*

# The Orthodontic Practice

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## Our team

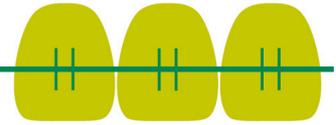
David Charles Bryan (m) GDC No: 51032 Registration date: 12 July 1977  
BDS Glasgow, UK 1977  
FDS RCPS Glasgow 1984  
DOrth RCS England 1989  
MSc London 1989  
MOrth RCS England 1991  
Proprietor and NHS Provider and Performer

Nadia Alwash (f) GDC No: 80312 Registration date: 1 March 2002  
BDS Baghdad, Iraq 1989  
FDS RCS England 1999  
Statutory Exam 2001  
MOrth 2004  
MOrth RCS Edinburgh 2004  
MSc Newcastle 2004  
NHS Performer  
Arabic speaker

Jane Frances Cliff (f) GDC No: 74673 Registration date: 6 July 1998  
BDS London, UK 1998  
MFDS RCS England 2000  
MOrth RCS Edinburgh 2005  
NHS Performer

All of our orthodontists are on the General Dental Council orthodontic specialist register.

Our orthodontists are supported by our committed team of registered dental care professionals and support staff.



## Orthodontics

We aim to produce teeth that are straight, fit properly and function well. However, you should be aware that your teeth have the ability to move throughout your life and that your facial bones and teeth will change as you get older. It is not possible to guarantee that your teeth will always remain straight after orthodontic treatment since our control stops when the appliances are discontinued. Most cases require retention for between 9 and 18 months. Some situations require longer (or shorter) periods. This will be explained to you.

### When do I get my braces off?

- When all the spaces are closed
- When the upper teeth fit the lower teeth properly
- When the teeth are straight.

### How can I speed up my treatment?

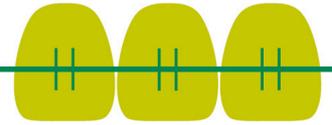
- Be on time for your appointments
- Wear your appliances and any headgear or rubber bands as directed
- Keep your teeth clean and see your own dentist for regular check-ups
- Do Not Break the Braces.

**Keep us informed** We will ask about the patient's medical history. It is important that we are kept informed of any changes to your health or to any medication that you may take.

**Dental Health** Any orthodontic appliances require a high standard of cleaning. If food debris and plaque is allowed to build up about the braces, then the material will attack the tooth enamel and damage the gums. The damage may be permanent.

**Dental Care** We are a Practice that specialises in Orthodontics only. We strongly advise you to continue to see your dentist regularly. ***If you change dentist, please tell us.***

# The Orthodontic Practice



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## Surgeries and Opening Hours

Our surgery is at 43 Guildford Road, Horsham.

Opening hours:

Monday	8.30 – 5 pm
Tuesday	8.30 – 5 pm
Wednesday	8.30 – 5 pm
Thursday	8.30 – 5 pm
Friday	8.30 – 5 pm
Saturday	9.00 – 1 pm
Sunday	Closed

The Practice is closed for lunch from 1 pm to 2 pm every day.

We provide NHS treatment up to 4 pm on weekdays.

Our receptionists can advise on the availability of the different orthodontists. You may request to see a particular orthodontist but this may not be possible and the reasons will be explained to you.

If you wish to see a particular practitioner, please let the receptionist know when booking your first appointment.

## Orthodontic Emergencies

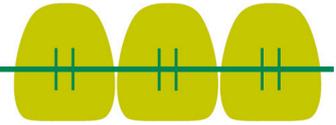
Should you have an orthodontic emergency outside of the practice opening hours, please call 01403 266017. This gives the current Practice emergency number where an orthodontist will be available for advice.

## NHS England

Our NHS services are commissioned by the NHS England South (South-East), 36-37 Friars Walk, Lewes BN7 2PB.

## Complaints procedure

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact David Bryan on 01403 266017 who will be able to deal with your complaint and talk you through our procedure. The procedure is displayed in the waiting room and available on the website.



## **Patient confidentiality**

We take patient confidentiality extremely seriously at The Orthodontic Practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please ask at reception.

## **Patient rights and responsibilities**

- Please give us as much notice as possible if you have to cancel or change your appointment.
- You have the right to a written treatment plan
- Please ask about any aspect of your treatment that you do not understand.
- Please look after your teeth and gums. Remember, keeping your mouth healthy will be more difficult with braces and will take more time and more effort. Follow the advice given to you at appointments.
- Please pay any charges promptly. Failure to pay a statutory charge will result in the termination of treatment.

Missing appointments wastes time and resources which are needed for other patients. Our NHS contract requires us to terminate treatment if, on 2 occasions, patients cancel with less than 24 hours' notice or do not attend an appointment. We may still be able to offer private dental care and a fee will be payable.

## **Methods of payment**

We accept the following methods of payment at the Practice: cash, cheque (made payable to The Orthodontic Practice and all major credit and debit cards.

## **Facilities for the disabled**

If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Our Practice has been adapted to aid wheelchair access.

**Abusive and Violent Behaviour** If a patient or parent or guardian is abusive or violent to any staff, other patients or anyone else in the Practice, treatment will be terminated and the Police and Area Team informed.