#### Our aim

Our aim is to provide a friendly service for all the family, with up-to-date advice and treatment. However, should you have any complaints, please contact Mrs Inman (Practice Manager) who will be able to deal with your complaint. A copy of our complaints procedure is displayed in reception and on our website and is available on request

We constantly try to improve the service we offer, so we always encourage patients to let us know when we have done something well or if there are any suggestions as to how we can do something better. To facilitate this. patients can respond to a short Friends and Family Questionnaire sent by email on completion of all treatments.

## Patient responsibilities

You should provide as much notice as possible if you have to cancel or change an appointment.

Ask your dentist for information on your

#### Confidentiality

Strict confidentiality of patients' records and information is maintained at all times. Patient records will not be passed on to any third parties. We are GDPR compliant and keep all your data safe. Please ask if you require further information.

#### How to find us

Beechwood Dental is within easy reach of Boscombe town centre, close to the major bus routes and there is ample free on-road parking nearby.



# Welcome



Caring about your smile

treatment options and how much it will cost. Please ask about your oral health and how often you need to come to visit the dentist or hygienist.



I was very impressed by the way I was received as a new patient. I was greeted with a nice smile and a friendly greeting, which can be rare these days. My treatment was first class.



#### Beechwood Dental

8 Beechwood Avenue. Boscombe Manor, Dorset, BH5 1LX

01202 397 074

www.beechwooddental.co.uk

**Beechwood Dental** www.beechwooddental.co.uk

Principal dentist: Anthony Inman BDS LDSRCS DPDS, GDC reg 59684 Beechwood Dental (Bournemouth) Ltd, registered in England & Wales. No. 08870275



# An established family practice

Beechwood Dental has been providing high quality private dental care to the communities of Boscombe and Bournemouth since the 1940s. We are a long-established family practice with a first class reputation and this is something we are keen to uphold.

The beauty of having a small, genuinely friendly team is that we get to know our patients, their families - and their mouths – very well. We pride ourselves on our modern approach, but we never forget that traditional patient care and comfort is paramount.

## New patients

Patients who are new to us will be delighted to experience thorough, unhurried appointments and tailored dental care. Please allow up to 40 minutes for your new patient appointment, which gives your dentist, Dr Anthony Inman, the time he needs to make a full assessment.

During this consultation your past dental and medical histories will be discussed, as well as your aspirations for the future care of your mouth. We will carry out a detailed examination of your mouth, including your teeth, gums, soft tissues and jaw joints. Also included are any necessary x-rays. A detailed treatment plan will then be prepared, which will include a breakdown of the cost of any treatment, should it be required.

## Caring for all

Our practice is calm, relaxing and welcoming, making it ideal for people of all ages and abilities. Nervous patients will feel reassured by seeing the same dentist and hygienist at every visit.



#### Our treatments

It is our practice philosophy to promote dental health and encourage preventative techniques- help ing you to understand how to maintain the health of your mouth and keep it free from tooth decay and gum disease. We offer a range of general and cosmetic dentistry as well fast acting orthodontics and facial aesthetics.

#### Children

We ask patients to bring their children with them from birth so that we can see them regularly to help them grow up free from dental disease. All children from 0-18 years of age are seen on the NHS.

#### Plans and payment

All dental treatments for patients are carried out privately and it is our policy to give patients full information about the cost of their dental care before any treatment is undertaken.

You are welcome to pay for your dental treatment as and when you need it with cash or credit/debit card or join one of our monthly membership plans, which reward regular attendance with discounts and special offers. Our plans are an easy and affordable way to spread the cost of your dental care

We also have 0% interest\* and low cost payment plans available.(\* subject to status)

#### Appointments

Every effort is made to see patients at the appointed time, however, if you are kept waiting there is usually a good reason, so please be patient.

If you need to be seen urgently, then phone the practice as early in the day as possible. If you need to cancel an appointment, please give us at least 48 hours notice otherwise cancellation charges may be incurred.

## Opening hours

 Monday
 8.30am - 5.00pm

 Tuesday
 9.00am - 5.30pm

 Wednesday
 9.00am - 5.30 pm

 Thursday
 9.00am - 7.00pm

 Friday
 8.30am - 12.30pm

Dental hygiene service available Monday to Thursday

Dedicated facial aesthetics clinic on Friday afternoons (please ask for details)

#### Disabled access

Our practice is located on the ground floor where, apart form a small step at the entrance, there is access for wheelchairs.

#### Keep us informed

We may ask about medications you are taking. Make a note of their names and tell us about them when you attend.

If you change your address or telephone number, please let us know as soon as possible. This helps keep our records up to date and ensures we communicate as effectively as possible with you.

We will ask you to complete a Medical History Questinnaire to assist in our diagnosis and treatment- this is confidential.

# Dental emergencies

We allocate time every day for treating

dental emergencies, so please don't suffer the pain of toothache.

Call us on 01202 397 074 and we will do all we can to see you on the same day.

If you require emergency care outside of our opening hours, please call the practice and listen to the recorded message for details of



