

The Orthodontic Centre

Practice Leaflet

Information for Patients

The Partners

Dr. Louise Harper

BDS, FDS RCS(Lond),

MSc(Lond),

MOrth RCS(Eng)

MOrth RCS(Edin)

Dr. Craig Harper

BDS, FDS RCS(Edin)

MSc(Lond) DOrth RCS(Eng)

MOrth RCS(Eng)

Dr. David Keats

BDS, MSc, FDS RCPS,

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The Associates

Dr. Yann Taddei
B.Ch.D(Leeds)
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Dr. Jose Souza
D.D.S. (Brazil)
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Dr Chaw-Su Kyi
BDS(Lond) MFDS RCS(En)
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Dr. Mark Johnstone
BDS, LDS, RCS

Clinical Assistants

Dr. Ricardo Abrantes
LMD(Portugal)

Dr.Jaspal Panesar
BDS(Lpool) FDS RCS(Eng)
MSc(Lond)
Morth FDS(Orth)
RCS(Eng)

The Orthodontic Centre

How to become a patient

We welcome eligible child patients under the NHS, and adult and non-NHS eligible children privately. To become a patient at this practice, you can be referred by your own dentist or self refer, via telephone, fax, email, letter or visiting us.

The Orthodontic Centre

Complaints

If you have a complaint, comment or suggestion, then please ask to speak to the practice manager. Your complaint will be dealt with under our complaints procedure ask reception for details.

The Orthodontic Centre

Choice of Specialist

You may express a preference as to which orthodontist undertakes your care. If you wish to be seen by a particular orthodontist, please inform the receptionist when booking your appointment. Please note that whilst we will do our best to comply with your preference this may not always be possible, particularly if you need an urgent appointment.

The Orthodontic Centre

Training

All our staff are encouraged to undertake ongoing training to ensure proficiency in the latest techniques.

Your Rights

You have the right to expect certain standards of care from us. In return, you have certain responsibilities.

We are committed to maintain our usual high levels of care, and trust that you will do your very best to help us to get the best possible results.

Your Rights

We will provide you with high-quality professional orthodontic treatment and advice.

We will treat you with the utmost respect and consideration.

The orthodontist will examine your teeth, talk with you about achieving realistic dental goals, and advise you on which orthodontic treatment best suits your needs.

Your Rights

NHS treatment is available for patients aged under 18 who meet the required criteria. Alternatively you can opt for your treatment to be carried out privately.

We will make sure that you are clear about the costs of treatment, where applicable, and provide you with a written treatment plan including the costs of treatment.

Your Rights

We will discuss with you how often you need to attend for brace adjustments and progress reviews.

We will keep your personal details confidential and only disclose them as needed in connection with your treatment, or as required by our contract with the NHS or by law. You can request to see your records under the Freedom of Information Act a fee may be payable.

Your Responsibilities

When wearing braces, your teeth and gums require extra care and attention. We will advise you on the best way to care for your teeth and gums, including dietary advise. It is vital that you follow this advise to avoid lasting damage to your mouth.

Your responsibilities

The appliances are delicate and you should follow our instructions on how to avoid damaging or breaking them. Repeated breakages will slow tooth movement and lengthen the time braces need to be on your teeth. Excessive breakages may mean that the best possible results is not achievable.

Your Responsibilities

You should attend the practice when requested for brace adjustments and progress assessments.

You should do your best to attend an appointment you have booked, and let the practice know in advance if you need to cancel or change it.

Your Responsibilities

You should treat your orthodontist, the practice staff and other patients with respect.

You should pay your bills promptly in full.

Your Responsibilities

If you repeatedly fail to meet your responsibilities, we may decide that we can no longer treat you at this practice.

NHS Information

Our contract is with West Berkshire PCT

For details of other NHS dental services locally.
Contact 0845 120 6680

For general health and advise, please contact
NHS direct on 0845 46 47 or visit
www.nhsdirect.nhs.uk

Opening Times

Monday

8.15am – 5.15pm

Tuesday

8.15am – 5.15pm

Wednesday

8.15am – 5.15pm

Thursday

8.15am – 5.15pm

Friday

8.15am – 5.15pm

Saturday

Private Patients only

8.am- 1pm

Out of Hours Service

In the event of an orthodontic emergency when the practice is closed, please telephone the practice on 0118 9664511 and listen to the recorded message for advise and contact numbers. The answerphone does not take messages.

Contact us

The Orthodontic Centre
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Reading
RG1 5LU
0118 9664511

www.showoffyoursmile.co.uk

email. Info@the-orthodontic-centre.co.uk