Practice Policies

Abusive and Violent Behaviour

This practice operates a zero tolerance policy for abusive or violent behaviour towards any staff member. If a patient is violent or abusive, the practice is within its rights to withdraw services with immediate effect. The police will be informed following any incident.

Data Protection and Confidentiality

The Data Protection Act 1998 allows you to find out what information about you is held on our computers and in certain manual records. This is known as "right of subject access" and applies to your dental records. If you want to see them you should make a written request to the Practice Manager where you are being, or have been, treated (more information on how your data is used can be found at www.mydentist.co.uk/customer-services/legal).

Other Important Information

Sheffield Ortho Centre is a trading style of Orthodontic Centre (UK) Limited, whose Registered Office is at: Europa House, Europa Trading Estate, Stoneclough Road, Kearsley, Manchester M26 1GG and whose Registered No is: 04658389.

Company Secretary: Leo Carroll. Directors: Nyree Whitley, Annette Spindler and Jason Bedford.

Sheffield Ortho Centre is a member of the mydentist group. Sheffield Ortho Centre provides NHS dental services commissioned by NHS England North (South Yorkshire and Bassetlaw) who can be contacted at Oak House, Moorhead Way, Bramley, Rotherham, South Yorkshire S66 1YY.

Your private dental care at this practice is provided by your clinician on behalf of Whitecross Dental Care Limited, a mydentist group company authorised by the Financial Conduct Authority whose Registered Office is Europa House, Europa Trading Estate, Stoneclough Road, Kearsley, Manchester M26 1GG and whose Registered No. is 00244415. Registration with the Financial Conduct Authority helps the mydentist group comply consumer credit regulations.

Available in Braille, large print and multiple languages.
Please ask at reception for more details.

part of IDH INTEGRATED DENTAL HOLDINGS

For further company information please visit www.mydentist.co.uk.

Orthodontic Centre

part of {my}dentist orthodontic centre

08621-523

NHS
Providing NHS services

welcome to our practice

Everything you need to know about our services

Orthodontic Centre

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Key Information

496-498 Ecclesall Road,
Sheffield S11 8PY

E: sheffieldortho-rec@idhgroup.co.uk

Opening Times:

Mon	9.15am - 12.20pm 1.30pm - 5.15pm
Tue	9.15am - 12.20pm 1.30pm - 5.15pm
Wed	8.15am - 12.20pm 1.30pm - 5.15pm
Thur	9.15am - 12.20pm 1.30pm - 5.15pm
Fri	8.15am - 1.00pm 1.30pm - 5.15pm
Sat	Occasional Opening Private Only Session
Sun	Closed

Contact Details

Tel. 0114 268 4753

Other Information

Outside of normal practice opening hours please ring 0114 268 4753 for information on how to access care and advice.

There is pay and display street parking near the practice.

There is wheelchair access available.

Standards of Care

All staff undergo training as part of their induction and ongoing development, and the practice adheres to a clinical governance programme to ensure we comply with all NHS standards. Our aim is to provide quality NHS dentistry for all our patients, and ensure that the care provided is appropriate to your needs.

If for some reason the service provided to you does not meet with your satisfaction, we would like to know and have the opportunity to put things right.

In the event you have a complaint, we operate a complaints procedure (in line with NHS standards), which enables you to give us feedback on the treatment you received, and also allows us to continually improve our standards of care. Complaints can be made in writing, in person or by telephone. If you would like to talk about any aspect of your care or treatment in confidence, please ask to speak with our Practice Manager.

What services do we provide?

We provide the following services, with both NHS and Private options available:

- **Examination, diagnosis and treatment planning, including radiographs**
- **Removable appliances**
- **Bonded (fixed appliance)**
- **Retainers**

Orthodontics

Orthodontics is a specialist branch of dentistry concerned with the treatment and improvement of crooked/crowded teeth and bite abnormalities. Braces are used to correct the position of teeth, resulting in an attractive smile and a healthy and comfortable bite. There are different types of braces available and we will discuss the options with you. They may be removable or fixed onto teeth and some types are virtually invisible.

Straight, healthy teeth and a winning smile can be a reality for children, teenagers and adults alike. People of all ages can now take advantage of new technology to look and feel better, radiating vitality and renewed confidence in both personal and professional relationships.

Additional services

Flexible payment options, orthodontics, Lingual Braces and Bonded Retainers. Further information regarding the treatments we offer is available on our website.

Making an Appointment

Appointments can be made either by telephone or in person at the dental practice. Many of our practices also provide an online appointment booking service. Please speak to a member of our team for more information. If you wish to see a particular dentist, please mention this at the time of booking.
If your request cannot be met, you will be offered an alternative option.

The time gap between routine check-ups, (your recall interval), will be determined by your dentist, in line with national guidelines published by NICE (National Institute for Clinical Excellence).

If you are unable to keep your appointment, please let us know as soon as possible, so that we can use the appointment slot to see another patient. We hope you understand if you don't attend an appointment, we can't see other patients, who may need urgent treatment. If you miss more than two appointments, we reserve the right to refuse to treat you in the future. We appreciate your help with this issue. Information on your rights and responsibilities can be found in practice.

Payment

Fees are payable prior to the commencement of treatment, and we accept cash and most debit/credit cards. Interest-free credit is also available for private treatment options.

An estimate of your treatment costs will be provided to you at the time of your examination, and any changes will be discussed with you, if and when they occur, to avoid any confusion.

Teaching & Training

This practice may or intend to undertake the teaching or training of persons who provide dental services. If you have any enquiries regarding the latest status please contact the Practice Manager.

Who are we?

Alexander Taylor, Orthodontist
Qualification: DDOrth RCPS Glasg 1986, MMedSci Sheff 1986, BDS Ncle 1980
GDC No. 54236*

David Tinsley, Orthodontist
Qualification: MMedSci Sheff 2003, MOrth 2003, MOrth RCS Edin 2003, MFDS RCS Edin 2000, MDSc Dund 1995, BDS Lond 1990
GDC No. 66247*

Jonathan O'Dwyer, Orthodontist
Qualification: MOrth RCS Edin 2003, MOrth 2003, MMedSci Sheff 2002, FDS RCPS Glasg 1999, BDS Sheff 1990
GDC No. 65764*

Tania Murphy, Consultant Orthodontist
Qualification: FDS(Orth) RCS Edin 2005, MOrth 2003, MFDS RCS Edin 2000, MMedSci Sheff 2000, BDS Sheff 1996
GDC No. 71901*

Caroline McCarthy, Consultant Orthodontist
Qualification: MFDS RCS Edin 2001, BDS Sheff 1997
GDC No. 73283*

Hannah Kyte, Orthodontic Therapist
Qualification: Dip Orth Therapy RCS Edin, Qual- National Certificate NEBDN 2009/2003
GDC No. 111498*

Yvonne Barber, Orthodontic Therapist
Qualification: Dip Orth Therapy RCS Eng 2008 Qual- Cert in Dental Surgery Assisting NEBDSA 2008
GDC No. 117755*

Debra Barker, Orthodontic Therapist
Qualification: Dip Orth Therapy RCS Eng, Qual- Cert in Dental Surgery Assisting NEBDSA 2010/1987
GDC No. 125137*

Jamie Fielding, Orthodontic Therapist
Qualification: Dip Orth Therapy RCS Eng 2010
GDC No. 120838*

*GDC No. is the General Dental Council registered number.