Range of services -

Most forms of treatment are available at the practice. Including:

- Routine Examinations
- Prevention including oral hygiene treatment of periodontal disease, fluoride applications and fissures sealants.
- Crown and Bridgework
- Anti-snoring devices
- Root Canal Treatment
- Cosmetic Dentistry
- Dental Implants
- Adult orthodontics

Comments – Compliments – Complaints

We are happy to consider any suggestions you may have that would improve the service we provide. Comments and compliments are always welcome. We also operate a Practice Complaints Procedure for dealing with complaints which adheres to National Criteria.

Our Receptionists will give you further information and a leaflet giving details of the procedure is available from Reception.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

All staff members have access to your information but we will never pass it on without your explicit consent. Our privacy policy is available to download from our website or a copy is available from reception.

Opening Hours

Monday	8:45am - 5.15pm
Tuesday	8:45am- 5.15pm
Wednesday	8:45am- 5.15pm
Thursday	8:45am - 5.15pm
Friday	8:45am - 5.15pm

Please note we are closed from 1pm-2pm for lunch every day.

Address

Broad Street Dental Practice | 32-35 Broad Street | Hereford | Herefordshire | HR4 9AR
Tel: 01432 266899
enquiries@broadstreedentalsurgery.com
www.broadstreetdentalsurgery.com

In an emergency:

Please ring: 01432 266 899
Away from home: UK 0800 844 999 Abroad: +44 (0) 1962 844999

Cancellations:

We would be grateful if you could give at least 24 hours' notice.

Denplan EXCEL QUALITY ASSURED

UKAS PRODUCT CERTIFICATION 8616

Practice information

A warm welcome

BROAD STREET
DENTAL SURGERY

A warm welcome

Inside this leaflet you will find information about the services and treatments we offer, our team and how to contact us in an emergency. Please do get in touch with us at any time if you have any questions you'd like to ask us.

About the practice

Broad Street opened its doors in 1978. We are a fully private practice and we have been established at our current premises since 2015. We offer a wide range of treatments via a fee per item or a private capitation scheme called **Denplan.**

Denplan

We're delighted to offer monthly payment plans from the UK's leading dental payment plan specialist - **Denplan**. A dental payment plan helps you to budget for your dental care and supports a preventative approach to oral healthcare. Denplan provides you with an easy way of spreading the cost of your routine preventative and restorative dental treatment. We offer plans to suit most budgets and we will assess your individual requirements and put together an oral care plan just for you. Worldwide dental injury and dental emergency cover (Supplementary Insurance) is included in the Denplan payment plans and gives added comfort that, if you need eligible emergency dental treatment at home or abroad, it will be covered (terms and conditions apply).

For more information, please ask a member of the practice team for a copy of the Denplan literature or visit www.denplan.co.uk Our promise We will frequently ask our patients how we are doing both verbally and via written questionnaires. You can be safe in the knowledge that arrangements are in place for the continued professional development of all staff.

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Denplan Excel

What is the Denplan Excel Certification Programme?

We are delighted to have become a Denplan Excel practice after months of hard work and assessment. It recognises our commitment to customer relations and high clinical standards.

The programme, developed by Denplan, was the first to be approved by the Patients Association and helps dentists to develop better relationships with their patients through good communication and quality care. By joining the

Denplan Excel Certification Programme we are embarking on a process of continual quality improvement within our practice. You'll have a visible sign of our commitment to quality – a sign that proves to our practice team, our patients, fellow dentists and the general public that we have reached the high standards set up the programme.

Not only will we be demonstrating that the quality of care, treatment and service we provide is among the best available, you will also be safe in the knowledge that our practice exceeds standards of clinical governance, statutory requirements and industry best practice recommendations.

Leaflet last updated Jan 2021

Meet the team

Dentists

Andrew Farr Principal Dentist, Registered Manager and Provider (BDS hons Wales) GDC no. 115394, Cymraeg (Welsh Speaker) RCS MJDF, FID Implantology

Michael Pawley Associate Dentist BDS 1986 MSc Advanced General Practice 2017 GDC 61712

April Halford Associate Dentist (LDS Leeds 1989) GDC no. 64622

Dental hygienists

Kay Millar Dental Hygienist - (Dip. Dent Hygiene) GDC no. 6742

Nicola Kempson Dental Hygienist (CEB Dip Dent Hyg 1995, Cert OHE 1999) GDC no.125363

Elena Williams Dental Hygienist (RDH Cardiff 2013 NVQ Level 3 OHC Dental Nursing 2007) GDC: 12844

Practice Manager / Dental hygienist

Georgina Farr – (Dip. Dental Hygiene) GDC no. 6737

Dental Nurses

Fay Best Reg. Dental Nurse GDC:152368
Susan Pardell Reg. Dental Nurse GDC:121183
Vanessa Hooper Reg. Dental Nurse GDC:116797

Trainee Dental Nurses

Hannah Best: Trainee Dental Nurse
Louise Thompson: Trainee Dental Nurse

Nurse We operate a zero tolerance policy of violence or abuse to staff.