#### **Feedback**

We welcome feedback from patients; please contact us with your views, either in person, by post or telephone. We hope that you are happy with the service we provide, however if you have a complaint please contact the practice manager, who will inform you of our complaints procedure.

# **Translation and interpretation**

If you require the services of a translator or interpreter, the NHS Lothian Interpretation and Translation Service may be contacted on 0131 242 8181.

# **NHS** dental provision

If you require information about NHS dental provision in this area please telephone NHS 24 by calling 111.

## Regulation

Dental services are regulated by:

General Dental Council 37 Wimpole Street London

W1G 8DQ Telephone 0845 222 4141

# Contacting us

Forde Dental 7 High Street Dunbar

EH42 1EN Telephone 01368 655011

# **Forde Dental**Information for patients

We offer a full range of dental services for you and your family and aim to provide the highest standards possible. Among the services we can provide are hygiene and preventive advice, routine restorations, crowns, bridges and veneers, gum treatments, dentures and routine checkups. Giving you regular dental advice to help you take care of your teeth and gums should reduce the need for dental treatment.

# **New patients**

We provide dental care for adults and children, both under the NHS and privately. If you wish to register with this practice, please visit us or call 01368 655011 to make an appointment for a new patient dental check.

#### **Dental team**

Mr Gareth Forde BDS, Principal Dentist
GDC registration number 68907
Ms Catriona Taylor BDS BSc MFDS, Associate Dentist
GDC registration number 264271

# **Opening Hours**

Monday 0900 - 1245; 1400 - 1700 Tuesday 0900 - 1245; 1400 - 1900 Wednesday 0830 - 1245; 1400 - 1630 Thursday 0830 - 1245; 1400 - 1700 Friday 0900 - 1245; 1400 - 1700

## **Appointments**

Telephone 01368 655011 or visit us in person to make an appointment.

If you are unable to keep an appointment please give us at least 48 hours' notice.

If you miss an appointment without giving us prior notice we may charge a fee.

#### **Access**

Many bus routes stop near the practice. There is free on street parking on surrounding streets. The practice is located on the ground floor.

If you have any questions about accessing our services, telephone us on 01368 655911.

#### **Directions**

Our postcode is EH42 1EN and you may use this to find directions on the internet. Alternatively, call us on 01368 655011 and we will be pleased to give you directions.

## **Charges for treatment**

Any treatment offered will be estimated, discussed and agreed with you in advance. We accept payment by cash, credit or debit cards.

We offer patients the option to join Denplan which allows you to spread the cost of your dental care. Ask at reception for more details and a leaflet.

NHS and private price lists are available in reception. Information on entitlement to free dental treatment is available by calling 0800 22 44 88 or at reception.

## **Emergency care**

If you have a dental emergency, telephone 01368 655011 during opening hours if possible. You will be given an appointment at a time that is appropriate to your needs: if you require emergency care you will be seen the same day. If you require urgent care you will be given advice to help manage the symptoms and seen within 24 hours.

If you have a dental emergency when the practice is closed, telephone 01368 655011 and a recorded message will give details of the out of hours dental service.

## **Practice policies**

We have a number of policies to ensure that we provide the best possible care for our patients. All patient information is held and processed in line with the Data Protection Act 1998, and is treated with the strictest confidence.