

Dental Practice Information

Welcome to our dental practice

We aim to make you and your family feel welcome during dental visits. At your first visit, we may discuss your medical history and conduct a thorough oral examination, which may include necessary X-rays. We encourage you to discuss any concerns you may have about your oral health. We will be happy to explain any treatment required. It may be necessary to make further appointments to allow sufficient time to complete any dental treatment.

Following the initial examination we will be able to give you an estimate of costs.

We fully appreciate some people are apprehensive about aspects some dental treatments. We will do our best to reassure you and plan any treatment accordingly. You can be confident that you will receive the best care in a relaxed and friendly atmosphere.

Should you have any queries regarding your dental care, please do not hesitate to ask.

Dental care

Our practice philosophy is to provide you with all the benefits of dental health and aesthetics. We keep up to date with our skills and knowledge of dentistry to ensure that you can make the correct choice for your dental care needs.

We offer a full range of dental treatment.

We encourage children to visit us from an early age to get used to the dentist and to avoid dental problems developing. They may benefit from preventive advice and treatment.

White fillings are just one of the applications we can use to improve your appearance. Anyone can enjoy the confidence that comes from having attractive teeth.

X-rays that are necessary in the diagnosis of tooth and gum disease are taken in this practice. These can determine the presence of hidden decay, the condition of deep fillings, impacted teeth and many other problems.

On-Going Care

The importance of periodic preventive visits is important to help retain your natural teeth and give you a healthy smile for life.

Cross Infection Control

Whatever your treatment, the highest standards of instrument sterilisation and hygiene are always employed to avoid the possibility of cross infection.

Dr Alan Aungier

Qualified from Dublin Dental School in 1984 with a Bachelors degree in Dentistry (BDentSc) and later a Masters degree in Periodontology (MSc) from Royal London Hospital, 1993. He held dental associate positions in general dental practice until 1993. He set up on his own in 1993 at the current practice address. He has a special interest in aesthetic dentistry. He continually updates his skills and regularly attends courses to stay up to date. He is a member of the British Dental Association and Harrogate Dental Society.

Appointment times

9am to 5pm Monday to Wednesday; Thursday 9am to 6pm

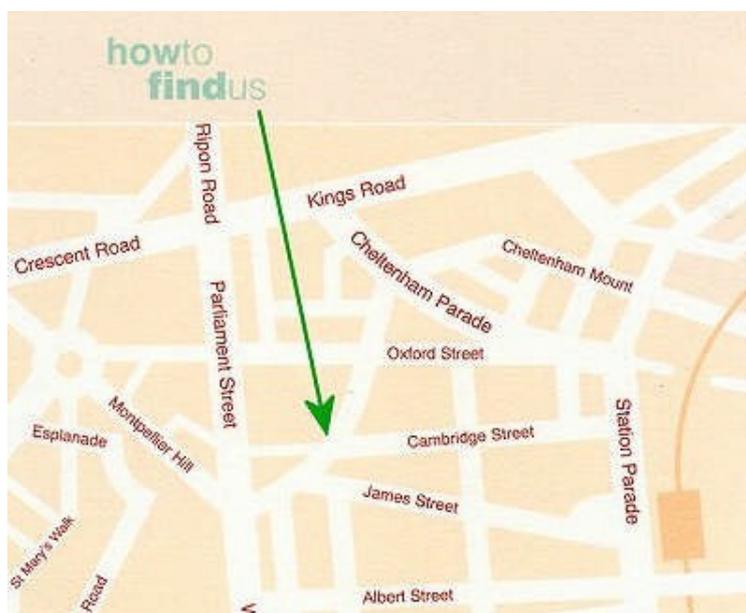
9am to 1pm Friday

Practice closed 1pm to 2pm for lunch

Acute emergencies

Please contact the practice early in the day and we will make arrangements for you to be seen. In the case of an emergency outside normal practice hours, there will always be a dentist on call, evenings and weekends. A contact number will be available on the practice answerphone.

Practice location



Terms and Conditions

Here are the terms of business which are given to all patients of Dr Alan Aungier, Dentist

We will estimate your fees in advance and agree a payment schedule at that time. Estimates are based on our experience of the many and various previous cases that we have treated.

Our fees will include your treatment time allocated in our computerised diary and carried out in the practice, dental expenses for dental laboratory items and also any time spent working on your case and communications with you. Treatment and other work is charged to your account after it has been started.

Keeping accounts up to date

We ask that all accounts are kept up to date, fees being payable at the completion of each visit. We accept payment by cash, major credits and cheque supported by a cheque card.

Late cancellation or failed appointment policy

If something urgent or unforeseen occurs, causing you to postpone an appointment, we need at least 24 hours notice so that we have a chance to re-schedule the time for another patient.

Cancellation within 24hrs: £20 for each quarter hour of the late cancelled or failed appointment.

If you have any questions about your account please contact our Practice receptionist as quickly as possible.

Professional Dental Care Services

Emergency

Dental fractures, dental nerve pain control, issue of necessary prescriptions, dressings, etc

Preventive

Advice, maintenance and treatment of periodontal ("gum") disease and dental caries
Custom sportsguard manufacture
Orthodontic bracework in selected cases under supervision of consultant orthodontist

Restorative

Diagnostic and treatment planning
Fillings, inlays & onlays in amalgam, composite, glass ionomer, porcelain, gold
Root fillings
Pin & post restorations (titanium, stainless steel, gold or carbon fibre)
Sensitivity control
Occlusal analysis, bite adjustment and management of TMJ dysfunction
Radiographic and digital photographic records

Advanced Restorative

Dentures in hi-impact acrylic, cobalt chromium, titanium or gold
Precision attachment clasps
Porcelain veneers, crowns, bridges, dental implant prosthetics
Aesthetic: computerised imaging and treatment planning

Oral Surgery

Dentoalveolar surgery, apicectomy, extractions, biopsy for pathological assessment

Referral & miscellaneous

Computerised patient management records & communications with all dental health insurers
Case management and contacts with specialists in dental and local district hospitals
Nursing and residential home dental care
Dentolegal reports, passport applications
Dental Practice Membership Plan

Quality Control

Compliance with clinical governance procedures, clinical audit and peer review
Care Quality Commission registration
Dentist and staff continuing professional development program
Professional & public liability insurance
General dental council registration
Health and safety law compliance
First aid training of all staff
Free replacement guarantees: 12 months on restorative work

The above list is provided as a guide for new patients. If you have a specific need, please ask and I am sure we can help.

Complaints procedure

It is a policy of good business governance these days to have a "complaints procedure". We try to ensure that all patients are pleased with our service and fortunately very few complaints have been received over the years. Most complaints revolve around misunderstandings and failed communication. We make an effort to resolve problems quickly.

A code of practice for handling complaints is detailed below.

- ◇ Our aim is to react to complaints in the same way that we would want our own complaint handled.
- ◇ We hope to learn from every case and to respond to patients' concerns in a caring and sensitive way.
- ◇ The person responsible for dealing with any complaint is Dr Alan Aungier.
- ◇ If you are unable to talk directly to ourselves, then please put your complaint in writing and address it to Dr Alan Aungier.
- ◇ When a patient makes a complaint by telephone or at the reception desk we will listen and the member of staff present will note brief details of the complaint and pass them to Dr Alan Aungier.
- ◇ All complaints will be acknowledged in writing within 2 working days if possible.
- ◇ We will seek to investigate the complaint and respond in writing within 10 working days.
- ◇ Proper and comprehensive records are kept of any complaint received.
- ◇ If you are not satisfied with the result of this procedure you can address the issue with the General Dental Council, dental complaints service (www.gdc-uk.org).

If you are happy with the service we offer, please tell all your friends and colleagues. If you are unhappy for some reason, please let us know first so we can make things better.

Data protection and information access

We are registered with the data protection registration agency to comply with legal requirements. All information we have on patients is confidential to maintain your privacy. You have a right to access for an administrative charge a copy of information we have in your dental records. You may also have a copy if requested of referral letters sent to specialists or hospital services to assist with your dental care.

Contacting us

Telephone: 01423 531863

Email: alanaungier@my-dentist.co.uk

Web: www.my-dentist.co.uk

Dr Alan Aungier Dentist BDentSc,MSc 12 Cambridge Crescent, Harrogate,
HG1 1PE
01423 531863
www.my-dentist.co.uk