

## **Patient Information Leaflet**

### **Practice Details**

Hallcraig Dental Care

Tel: 01236 749756

21 Hallcraig Street

Airdrie

Email: hallcraigdentalcare@gmail.com

ML6 6AH

### **Welcome**

Hallcraig Dental Care offers a full range of dental services for you and your family and aims to achieve the highest standards possible. Among the services we can provide are hygiene and preventive advice, routine restorations; crowns, bridges and veneers; gum (gingival and periodontal) treatments; dentures and examinations. 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, both NHS and private, and children under the NHS. Leaflets with information about the fees we charge. If you wish to register with this practice, please contact our receptionist, who will make an appointment for a new patient dental check.

### **Staff – The Dental Team**

Dentists

Dr Lindsay Gibson BDS (female),  
Practice Owner,  
GDC Number 113419,  
Registration July 2007, Dundee.

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Dr Ian Miller BDS (male),  
Full-time Associate Dentist,  
GDC Number 191129,  
Registration June 2010, Dundee.

Dr Charis Brady BDS (female),  
Full-time Associate Dentist,  
GDC Number 176341,  
Registration June 2009, Dundee.

Dr Paul Hanlon BDS (male)  
Part-time Associate Dentist,  
GDC Number 274045,  
Registration October 2017, NU Irel.

Dr Gill Hunter BDS (female)  
Part-time Associate Dentist,  
GDC Number 301945,  
Registration July 2022, Glasgow.

### Practice Manager

Miss Lynsey McKennan, National Certificate NEBDN 2006, GDC 137030, who is responsible for the administration and management of the practice.

### Assistant Manager

Miss Braidan Thomson (female) GDC Number 311103

### Dental Nurses

Miss Leah Hynes (female) GDC Number 323393

Miss Erin Sanderson Trainee (female)

Miss Samantha Scotland Trainee (female)

Miss Kiera Rafferty Trainee (female)

### Receptionist

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Jade Cochrane and Catherine McGill, who will greet you on arrival and deal with requests for appointments and any other queries you might have.

### **Opening Hours**

Monday 9.00am – 7.00pm

Tuesday 9.00am – 5.00pm

Wednesday 9.00am – 5.00pm

Thursday 9.00am – 5.00pm

Friday 9.00am – 4.30pm

### **Appointments**

Telephone reception on 01236 746756 or call-in person to make an appointment.

You will receive appointment reminders by text.

If you are unable to keep an appointment, please give us at least 24 hours' notice. Please note that if you miss an appointment, without providing prior notice, a charge will be made.

### **Emergency and Out-of-hours Care**

If you have a dental emergency, telephone reception, where possible, during opening hours. You will then be given an appointment in a time-frame 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 not open, telephone reception and a recorded message will give details of our 'out-of-hours' service.

### **Care and Treatment**

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Treatment information leaflets giving more detailed advice are available from reception:

Gum (Gingival and Periodontal) Disease

Orthodontic Treatment

The Dental Hygienist

Crowns

Bridges and Dentures

Root Canal Treatments

Dental Implants

X-Rays

Cosmetic Dentistry

Treatment for Anxious Patients

NHS Information Leaflets

### **Charges**

Any treatment offered (either NHS or private) will be estimated, discussed and agreed with you in advance.

Private patients can choose to join the Practice Private Dental Plan, an insurance scheme that allows you to spread the cost of your dental care. Ask at reception for more details and a leaflet.

Charges for common procedures are as follows (guidelines only):

X-rays from £6.08

Scale and polish, £17.32

Silver filling from £14.00

Crown from £164.52

Root Canal Treatment from £104.68

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Surgical Treatment, varies according to work needed

Payment can be made by cash or credit card. Please note that an additional charge will be made for payment with a credit card.

If you are in receipt of benefits you may be entitled to free NHS dental treatment or with HC3 be assisted in paying for your dental charges. Qualifying benefits are:

- Under the age of 26
- Expectant mother
- Had a baby in the last 12 months
- Pension Credit Guaranteed Credit
- Universal Credit

### **Access and Facilities**

The practice has suitable corridors and doors for disabled access. If you have any concerns about accessing our services, telephone or email for advice.

We have toilets adapted for use by disabled people.

Access to interpreting facilities are available on request prior to appointments.

### **Directions**

The Practice is on 21 Hallcraig Street, near Airdrie Post office. Please ask at reception for a map or view directions.

### **Practice Policies**

The Practice has a number of policies to ensure that we provide the best possible care for our patients. All patient information is processed in line with the Data Protection Act 2018 and is treated with the strictest confidence.

### **Cancelled appointments**

At Hallcraig Dental Care charges will be applied for failure to attend an appointment and short notice cancelations.

### **Feedback**

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

If you are not registered with a dentist, please call NHS Lanarkshire on 03003030243 for a list of local dentists. Out of normal working hours phone number is 111 NHS 24