

Recently treated cases at this specialist practice



What is orthodontic treatment?

Orthodontic treatment is the straightening of teeth and supervision of facial growth. Treatment usually involves wearing an orthodontic brace (appliance).

Dentists refer **NHS patients** to the Central Referral Centre who then send referrals to our specialist practice for orthodontic treatment.

Dentists refer **private patients** directly to our specialist practice. **We also accept private patients by self-referral.** Private referrals are available to download on our website or can be sent by email, fax, telephone and post.

All types of orthodontic appliances are available at this specialist practice. "Low visibility" or "nearly invisible" appliances are available privately such as Invisalign, ceramic (white) brackets and lingual orthodontics (where the brace is fitted behind the teeth).

Who will you see

Orthodontists:-

Practice Principal: Mr David Gale BDS 1989, MSc, FDS (Orth), M.Orth RCS (Eng), practice owner, full time specialist and former hospital consultant orthodontist. To train to be a consultant orthodontist takes 13 years in recognised training programs. This expertise is now available to you in Fareham. David Gale is also a past examiner at the National Examining Board for Dental Nurses and an Orthodontic Therapist trainer.

Dental team members:

Orthodontic Therapist:	Sue McNair Sarah Oram Claire Hutchings
Dental Therapist:	Beverley Marshall
Practice Manager:	Sarah Buckley
Receptionist:	Katy White
Decontamination Technician:	Jim Bassett
Dental Nurses:	Alison Farrow Marcene Fowler Lesla Over Emma Chase Callie Hudson Laura Arkell Victoria McCormack Hollie Waters Stacy Eastman

The aims of this practice

- To manage specialist orthodontic cases to a high standard.
- To maintain highly trained and qualified orthodontic staff.
- To meet our patient's expectations.
- To achieve the shortest possible treatment times.
- To provide an excellent service both clinically and administratively.
- To maintain complete regulatory compliance.
- To enhance the skills and ambition of our staff, to continually improve our service.

Patient's responsibilities

- To keep their brace clean
- To attend their appointments
- To not break their brace.
- To follow our instructions

Help our practice grow by recommending us to your family and friends.



How we ensure a high standard of orthodontic care

We achieve a high standard of care through our well-qualified skills and team training. All of our staff regularly receive higher training (continuing professional development) beyond the government requirements.

Evidence based orthodontic treatment is undertaken at this specialist practice. This means that you can have confidence that the techniques used here are based on sound research and are well accepted within the orthodontic community. An ideal orthodontic result is always our first treatment goal. An orthodontic best compromise result is only considered when a patient for a variety of reasons can not achieve an ideal result.

A detailed diagnostic and consenting procedure is followed to make sure that both patient and parents understand the options and type of treatment before going ahead with a brace.

We use a custom designed operating facility with the latest orthodontic equipment and computerised networked practice management system.

Our clinical governance program has passed all CQC inspections. Our practice based quality assurance program is based on the British Dental Association requirements and is continually reviewed and updated. Quality control, infection control, radiological protection, health and safety and risk assessments are assessed at each management meeting to ensure that standards are met.

Good treatment comes from good communication. We have a feedback system and a comprehensive complaints procedure so that we can continuously improve our service to you. If you would like to make a comment to allow us to enhance our service further please tell a member of staff or ask for a form to fill in.

Your dental records will remain confidential and secure. However, from time to time we may need to release these to Hampshire Primary Care Trust or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation.

As a patient of the practice you have the right to express a preference to receive services from a particular clinician.

Private treatment

- Private referrals can be seen within 4 weeks of receipt of referral.
- Private treatment allows more time for the treatment to be carried out.
- Both children and adults may be seen privately for orthodontic treatment. Adults (>18 years) are only seen privately.
- Private patients can book appointments before 9am and after 3pm (this cannot always be guaranteed).
- "Low visibility" appliances are available only within private treatment plans.
- Your investment can be spread over 18 to 24 months which has been very popular, helping to make private orthodontic care easier for you.
- Different payment options can be arranged to make private treatment possible for you.

If you would like further information, complimentary discussion appointments are available with our treatment co-ordinator.

Waiting times

NHS patients can expect to be seen within 18 weeks for their initial consultation. Once seen patients then wait on the treatment waiting list. Only children (<18years) are seen under the NHS scheme at this practice.

Private patients can expect to be seen within 4 weeks of referral and treatment can start from 6 weeks after the initial consultation if required. Private patients can self-refer, by calling us on **01329 284419**.

General details

Where are we – 37 East Street, Fareham, Hampshire, PO16 0DF. There is a detailed map on our website www.david-gale.co.uk or call 01329 284 419 for directions.

Parking – is available in any of the Fareham car parks which are a short walk away. The closest **pay and display** car park is Lysses Long Stay Car Park (**not part of the hotel**), just behind the practice. Walk down the hill as if you were walking out of the car exit and you will find the practice on your right hand side.

Disabled access - We have good disabled access with disabled parking bays at the premises.

Missed appointments – If you are unable to attend your appointment please give the practice **at least 24 hours notice**.

Languages spoken – English

Emergency cover is provided for serious and urgent out of hours orthodontic emergencies. Instructions are provided on **01329 284 419** to access emergency care. Your general dentist should be contacted for all non-orthodontic emergencies, e.g. toothache.

Opening times

Monday	Tuesday	Wednesday	Thursday	Friday
08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30	08:30-17:30

See also emergency care arrangements out of hours. We prioritise 08.30-09.00 and 15.00-17.30 for private patients. Further information about local NHS dental services may be obtained from NHS England (Previously Hampshire NHS Commissioning Board) in writing to NHS England P.O. Box 16738, Redditch B97 9PT, by telephone on 0300 311 2233 or e-mail england.contactus@nhs.net. Alternatively you can contact NHS Dental Advisory Service on 111.

We aim to make your experience at this practice as pleasurable as possible. However, should you have any comments or complaints, please contact Mrs Sarah Buckley on 01329 284419 or NHS patients can also contact the NHS England in writing to NHS England P.O. Box 16738, Redditch B97 9PT, by telephone on 03003112233 or e-mail england.contactus@nhs.net. Alternatively, you can pick up a copy of the complaints procedure from our reception. We ask that patients are courteous and polite to our staff. If patients are rude, aggressive or violent we will no longer be able to provide them with treatment and will inform the NHS commissioning board in writing of this decision. A policy for dealing with violent/abusive patients is also available on request.

