



## **BELMONT ORTHODONTIC CENTRE**

**5a Belmont, Shrewsbury, Shropshire, SY1 1TE**

### **PRACTICE INFORMATION LEAFLET**

Thank you for choosing the Belmont Orthodontic Centre as your Orthodontic Practice. This leaflet tells you about our practice. Should you have any further questions, please speak to **Dr Philip Barton/Mrs Helen Walton on (01743) 365302**, or email [receptionboc@talktalkbusiness.net](mailto:receptionboc@talktalkbusiness.net) or alternatively you can visit our website at [Belmont-orthodontics.co.uk](http://Belmont-orthodontics.co.uk) where you can find information regarding the practice and the services it offers.. The Practice undertakes to provide high quality orthodontic care by appropriately trained staff and ensure that you are involved in decisions about your care.

Belmont Orthodontic Centre is limited to orthodontic treatment only. If you would like details of dental practices offering general dental care, please check the NHS choices website [www.nhs.uk](http://www.nhs.uk) or contact NHS England on Telephone: 0300 311 22 33, Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or by General Post (including complaints): NHS England Midland and West at St Chad's Court, 213 Hagley Road, Edgbaston, Birmingham, West Midlands B16 9RG Tel: 0121 695 2222 or contact the Local Area Health Team on Shropshire & Staffordshire Area Health Team, Anglesey House, Wheelhouse Road, Tower Plaza, Rugeley, Staffordshire, WS15 1UL Tel 0113 825 3712

#### **Acceptance Policy**

All patients accepted for treatment at Belmont Orthodontic Centre should be registered with a General Dental Practitioner. In order to be accepted for **NHS** treatment at the Practice, patients will have to qualify for treatment in accordance with the IOTN scale. The IOTN scale indicates that any patient who is under the age of 18 years of age with an IOTN rating of 3.6 or above qualifies for NHS orthodontic treatment. Patients will be informed at their initial consultation whether they qualify for treatment on the NHS as outlined above.

We also provide treatment on a private basis. For further information on our range of services, including how to book a private consultation appointment, please contact a member of our reception team on **(01743) 365302**.

Belmont Orthodontic Centre is the trading name of Exclusive Orthodontics Limited t/a Belmont Orthodontic Centre. Dr Philip Barton is the Company Director. Mrs Catherine Barton is the Company Secretary.

## **Our Team**

### **Orthodontists**

#### **Dr Philip Barton – BDS, M Dent Sci, FDS RCS (Ed), MOrth RCS (Ed)**

Dr Barton graduated top of his year as a dentist from Edinburgh University in 1988 and registered with the GDC in 1988. He commenced working as an orthodontist in 1989 and completed his training to become a fellow of the Royal College of Surgeons of Edinburgh in 1991.

Dr Barton completed his specialist orthodontic training and gained the MOrth qualification in 1996 winning the prestigious Orthologic Prize in the process.

**His GDC registration number is 63221.**

Dr Barton holds clinics on Tuesday, Wednesday and Friday.

Dr Barton treats Patients under the NHS Contract held by Exclusive Orthodontics Limited. He can treat any patients under the age of 18 years of age who qualify for NHS treatment using the IOTN scale. Many of the Patients on Dr Barton's case load are treated on a private basis where he has a special interest in the treatment of adult patients.

**Dr Barton is supported by our committed team:**

### **Orthodontic Therapist**

#### **Katie Armstrong**

Katie qualified as a Dental Nurse in 2005 working initially in General Dental Practice prior to entering the Hospital Service as a Dental Nurse in Orthodontics and Oral and Maxillofacial Surgery in 2007. In 2008 she registered as a Qualified Dental Nurse with the General Dental Council. Katie has also gained qualifications in Dental Radiography (May 2008), Dental Impression Taking (Dec 2011), clinical photography and also has her Orthodontic Nursing Qualification (Dec 2011). Katie gained her DipOt qualification in 2016.

**Katie's GDC Registration Number is : 128324**

Katie holds clinics from Monday through to Friday.

## **Orthodontic Nurses**

### **Cheryl Arnold**

Cheryl joined the practice in 2002. She had previously gained extensive experience in General Dental Practice. She obtained her National Certificate of Dental Nursing in 1981, the Certificate of Radiography for Dental Nurses in 2005 and was admitted to the General Dental Council list for Dental Nurses in 2008.

**Cheryl's GDC registration number is 143429.**

### **Jane Jones**

Jane joined the Practice working part-time in January 2018. She has previously gained many years' experience in Orthodontics at Princess Royal Hospital, and in specialist practice. She also has numerous years' experience as a Dental Nurse. Jane has now chosen to return to orthodontic nursing permanently and gained her qualification as a Dental Radiographer in April 2011, Jane is also a Dental Health Educator and has recently gained her qualification in impression taking.

**Jane's GDC Registration Number is: 134305**

### **Amanda Morris**

Amanda joined the Practice in September 2015. Amanda is a fully qualified Dental Nurse. She currently works part-time as an Orthodontic Nurse. She obtained her National Certificate for Dental Surgery Assistants in November 1989 and gained her Casting of Models and Impression Taking Certificate in January 2016.

**Amanda's GDC Registration Number is : 114126**

### **Dannielle Grosvenor**

Dannielle joined the Practice in September 2019. Dannielle is a fully qualified Dental Nurse who has always had a keen interest in Orthodontic Nursing. Dannielle is currently working to obtain her Orthodontic Nursing Qualification and hopes to achieve this in the very near future.

**Dannielle's GDC Registration Number is : 268296**

## **Vanessa Bromley**

Vanessa joined the practice in 2006. She had previously gained extensive experience in General Dental Practice. She was admitted to the General Dental Council list for Dental Nurses in 2008.

**Vanessa's GDC registration number is 129837.**

## **Receptionist/Administration Team**

### **Helen Walton, Yvonne Leeke and Carolyn Darlington**

Helen Walton joined the Practice in November 2011. She is our clinical/clerical co-ordinator and works hard behind the scenes keeping us all organised. Yvonne joined the Practice in January 2012 whilst Carolyn is the newest member of our team who joined the Practice in January 2018.

**The Practice is managed by Dr Philip Barton/Mrs Helen Walton.**

## **Practice Opening hours**

We are open during the following times:

Monday	8.30am	5.30pm
Tuesday	8.15am	8.00pm
Wednesday	8.30am	5.30pm
Thursday	8.30am	5.30pm
Friday	8.15am	5.30pm

The practice is closed for lunch from **12.45pm to 1.30pm Mon, Wed, Thurs, 12.15 – 1.00pm Tues and 1.00pm – 2.00pm on a Friday.**

Should you have a dental emergency outside of the practice opening hours, please call the following numbers:

Shropshire Patients: 111

Powys Patients 0845 46 47.

These services are provided by NHS England and Powys Local Health Board respectively who are responsible for commissioning dental services in these areas.

### **Primary Care Organisation**

Information about local NHS dental services can be obtained from NHS England on

**Telephone:** 0300 311 22 33, **Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**General Post (including complaints):** NHS England, PO Box 16738, Redditch, B97 9PT, alternatively, you can contact the Local Area Health Team Shropshire & Staffordshire Area Health Team, Anglesey House, Wheelhouse Road, Tower Plaza, Rugeley, Staffordshire, WS15 1UL Tel 0113 825 3712

Belmont Orthodontic Centre is governed by the Care Quality Commission (CQC). Belmont Orthodontic Centres registration details can be obtained from CQC England on 03000 616161, Fax: 03000 616171, or by email on [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by completing their online form. Alternatively, you can write to them at CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Alternatively, you can contact NHS 111 or check the NHS Choices website [www.nhs.uk](http://www.nhs.uk).

### **Complaints procedure**

If you have any concerns or comments about your experience of our Practice, please contact **Dr Philip Barton or Mrs Helen Walton** on (01743) 365302 or e-mail [receptionboc@talktalkbusiness.net](mailto:receptionboc@talktalkbusiness.net) who will explain our complaints procedure. A copy of the procedure can be found on our website at [belmont-orthodontics.co.uk](http://belmont-orthodontics.co.uk) under the FAQ's section. A paper copy is also available from the Practice (please ask at the Reception Desk), alternatively a copy can be emailed to you on request.

### **Patient confidentiality**

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception, a copy can also be emailed to you on request. You can also request information about your rights to view your records.

### **Methods of payment**

We accept the following methods of payment at the Practice cash, cheque (made payable to Exclusive Orthodontics Limited) BACS payments (the Bank Details for which can be provided on request) and all major credit and debit cards.

## **Other information**

We will aim to ensure that you are cared for by your preferred operator. If for any reason we are not able to provide an appointment with your preferred Orthodontist we will explain the reasons why.

All Patients will receive a copy of their treatment plan at their first initial consultation.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. If we feel that a good level of oral hygiene is not being maintained, we will point this out at any check appointments and will make arrangements for you to visit our oral hygiene/smoking cessation/drugs/alcohol awareness clinic. It is very important that a good level of oral hygiene is maintained during orthodontic treatment. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.

The following languages are spoken at the practice: **English**

Belmont Orthodontic Centre can be accessed by patients using wheelchairs and other walking aids. You will be asked if you have any special requirements when booking your initial appointment. Please alert the staff to any special requirements at this stage. If you are unable to ascend the stairs, we will make arrangements for your appointments to be undertaken in the ground floor surgery.

Belmont Orthodontic Centre aims to ensure that where possible, appointments will be made to fit the Patients requirements. We offer 1/3rd of appointments outside of school hours and these are prioritised for Patients with special requirements, e.g those in their final GCSE and A Level years. It is also our aim to provide appointments on different days of the week to limit the amount of absence time for one given lesson. We have staggered lunchtimes throughout the week to accommodate lunchtime appointments for pupils at local schools.

Missed appointments result in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible - **at least 72 hours notice**. If on two or more occasions you miss a scheduled appointment, or cancel an appointment with less than 24 hours' notice, you may be discharged from treatment. We will of course take any special circumstances into account.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

## **Our contact details**

***Belmont Orthodontic Centre***  
***5a Belmont***

***Shrewsbury***

***Shropshire***

***SY1 1TE***

***Telephone Number : (01743) 365302***

***Fax: (01743) 365302***

***e-mail address: receptionboc@talktalkbusiness.net***

A map of the area can be sent on request. We are located next to The Hive in Belmont, opposite the Convent School. We are closely located to the several bus stops in the town centre, the nearest bus stop to the Practice is High Street. This makes Park & Ride and public transport from all areas of Shrewsbury a very convenient method of attending the Practice. We are also only a 10 – 15 minute walk from the central bus station and train station, making public transport from further afield a convenient option. The Practice does not have its own parking facilities however there is on street parking opposite the Practice including disabled bays. Parking costs, £1,20 per ½ hour. Please note the first 15 minutes are free of charge which is often ample time for routine check appointments. We find that 30 minutes to 1 hour is ample time to accommodate all orthodontic appointments. and hence result in free parking for many of the shorter orthodontic appointments. Should you wish a longer time in town, we would recommend either using St Julian's Friars Carpark on town walls or the NCP Wyle Cop Carpark located at the bottom of Wyle Cop.