

The logo for BAX Dental & Implant Centre features the word "BAX" in a large, bold, white sans-serif font with a blue outline. Below it, the words "DENTAL & IMPLANT CENTRE" are written in a smaller, blue, all-caps sans-serif font. The text is positioned above a stylized, light blue wave graphic that curves from the left towards the right.

BAX
DENTAL & IMPLANT CENTRE

Practice Information

A large, decorative graphic at the bottom of the page consists of several overlapping, curved bands of blue in various shades, creating a sense of movement and depth. The bands curve from the left side towards the right, with the darkest blue at the bottom and lighter shades above.

Welcome to our practice

If you are a new patient, we would like to take this opportunity of welcoming you to the practice. We are well established and proud of the service we offer to our patients. This leaflet aims to tell you about our practice and the services we provide. Should you have any further questions, please ask and we will be pleased to assist you.

Our facilities

There are three surgeries at the practice all equipped with appropriate serviced equipment which meet current regulatory standards. Our waiting area has relevant reading material including information about the practice and your rights as a patient. The practice has suitable disabled facilities for patients. This includes wheelchair accessible surgeries, low lying counters at reception, a hearing induction loop and a disabled toilet also equipped with baby changing facilities. There is a private car park for our patients whilst visiting the practice. The practice is easily accessible by bus and train services. The nearest train station is Macclesfield.

Opening hours

Monday

9:00am - 1:00pm
2:00pm - 6:30pm

Tuesday

8:00am - 12:00pm
1:00pm - 5:00pm

Wednesday

8:00am - 12:00pm
1:00pm - 5:00pm

Thursday

9:00am - 1:00pm
2:00pm - 6:30pm

Friday

8:00am - 12:00pm
1:00pm - 4:00pm

Your Dentist

At this practice, we adopt a teamwork approach to providing your dental health needs. It is our policy for each patient to see one dentist on a continual basis where possible. However, you may be required to see one of the other dentists if your dentist is not available. We are unable to grant requests to change dentist within the practice.

Dental Care

We provide private and NHS dental care along with our own practice plan. It is our practice philosophy to always promote dental health with an emphasis on preventative care.

Our Services

We offer a wide range of dental treatments from preventative treatments to cosmetic dentistry and dental implants. Each surgery is equipped with modern equipment and technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist when we are unable to provide your treatment at the practice. We are always trying to improve our service to you by introducing the most up to date equipment and treatments. Please look at our website to find out more about the treatment we offer.

Missed appointments

As valued patients at Bax Dental we appreciate you have busy lives which may mean you are not always able to attend your dental appointments. We offer a text and email service to remind you of your appointments. Please ensure that we have your correct details for this service. If you do need to cancel, please contact us within a reasonable time and we will endeavour to rearrange your appointments.

Please see our website for our cancellations and missed appointments policy.

Payments

As part of the treatment planning and consent process, your dentist will discuss the best suited treatment option for you and the cost of these options. Fees for your dental treatment may be payable in advance so please be prepared to pay when asked to do so. You may pay by cash, cheque, credit/debit cards or via our online payment portal. Please speak to a receptionist if you need any help.

The practice does not accept payments by American Express credit cards. Please be advised that the complete cost of treatment must be paid prior to completion. The practice can also request a deposit on certain treatments.

NHS treatment and charges

The practice is predominantly private although we do hold a small NHS contract. Patients who have treatment carried out under the NHS will be asked to pay set NHS charges up front before treatment commences. These charges are subject to increase in April of every year.

These fees are divided into bands:

- **Band 1 course of treatment** - This covers an examination, diagnosis (including X-rays), advice on how to prevent future problems, a scale and polish if clinically needed and planning for more treatment (if necessary).
- **Band 2 course of treatment** - this covers all necessary treatment covered by band 1 and treatment such as fillings, root-canal treatments or extractions.
- **Band 3 course of treatment** - this covers all treatment included in Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges.

Some NHS patients are entitled to either full or partial exemption from charges. You may be asked to provide evidence of exemption when you visit the practice. If you require further information, please ask and a member of staff will be happy to provide further advice.

Complaints

We welcome all feedback and suggestions at this practice and will aim to take appropriate action where necessary. We take all complaints received by the practice seriously. The people responsible for handling complaints in this practice are Emma Scott and Joanne Rigby. A copy of the Practice Code of Practice for dealing with complaints is displayed in the reception area and is available on the practice website. All complaints will be dealt with in line with the General Dental Council's guideline for dealing with complaints. The practice does not tolerate violence or abuse and reserve the right to withhold treatment services in such cases.

Confidentiality, Data Protection and GDPR

Strict confidentiality of patient records and information is maintained at all times. Patient records are not passed onto any third parties without a patient's expressed consent. All our staff have received training, read and understood the practice policies relating to confidentiality, data protection and GDPR. Please note that unless consent has been given, we are not able to discuss patient's appointments with anyone. If you wish for a family member to deal with your appointments and payments, please speak to the reception team.

Feedback and suggestions about our service

We hope that you are entirely satisfied with your dental care and would be happy to recommend our services to others. If not please let us know about it so we can rectify the cause for dissatisfaction and improve our service.

Your safety

As a caring practice we take all necessary precautions to safeguard both patients and staff against infections. We have implemented our infection control policy and protocols and we also follow the recommended guidelines with regard to the sterilisation of instruments and the use of disposable items. The practice undertakes various risk assessments and audits in order to comply with regulatory guidance.

Help us to help you

If you change address, telephone number or email address, please let us know as soon as possible. This helps keep our records up to date and our recall system more efficient. We ask you to fill in a confidential Medical Health Questionnaire regularly to assist in your treatment. Please follow any preventative advice given to you by your dentist and keep to the recall period agreed with your dentist.

We are here to help

If you would like any further information about care you receive at our practice, please ask a member of the team or visit our website. This patient information leaflet can be translated in different languages if requested.

Our team

Dentists

Jon Bax GDC 73627

BDS University of Manchester 1997,
M.Sc (Taught) Advanced General Dental
Practice with Distinction 2018

Shanella Pett GDC 77792

BDS University of Sheffield 2000
MFDS RCS (Ed)

Mary Kearney GDC 68292

BDS University of Liverpool 1992

Restorative Dentist

Craig Jack GDC 83228

BDS University of Manchester 2004
MFDS RCS (Ed) 2006

Oral surgeon

Gavin McManus GDC 83236

BDS University of Manchester 2004 MFDS
RCS (Ed) 2006, DiplImpDent RCS (Eng)

Hygienists

Kate Reading GDC 6448

Diploma in Dental Hygiene University of
Liverpool 2004, BSc (Hons) in Dental
Studies 2020

Danielle Greenaway GDC 246727

National Diploma in Dental Nursing NEBDN
2013, Combined Diploma in Dental Therapy
& Hygiene University of Liverpool 2017

Catherine Warhurst GDC 150908

Diploma in Dental Hygiene RCS (Ed) 2008

Practice Manager

Emma Scott GDC 202265

NVQ L3 Dental Nursing & VRQ L3 Dental
Nursing City & Guilds 2010, Oral Health
Education 2012, IV Sedation Nursing 2020

Dental Nurses

Ashleigh Wyllie GDC 286030

Diploma in Dental Nursing Level 3 QCF City
& Guilds 2019, Dental Radiography 2021

Deborah Potts GDC 140900

National Certificate NEBDSA 1990, Dental
Decontamination Level 3 2017, Lead Dental
Nursing 2019, Oral Health Education 2020

Alex Hartley GDC 291250

Diploma in Dental Nursing Level 3 QCF City
& Guilds 2020, Implant Dental Nursing 2022

Natalie Brown GDC 279486

Diploma in Dental Nursing Level 3 QCF City
& Guilds 2018, Lead Dental Nurse 2021

Jill Robison GDC 110840

NVQ L3 Dental Nursing & VRQ L3 Dental
Nursing City & Guilds 2009. Verified
competency in Dental Nursing

Lynne Graves GDC 133149

NVQ L3 Oral Health Care: Dental Nursing &
Independent Assessment City & Guilds 2007

Reception Team

Joanne Rigby GDC 129393

Verified experience in Dental Nursing

Alison Worthington



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