



# Practice Information



## 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

## Our team

### Dentists

#### **Jon Bax** GDC 73627

BDS University of Manchester 1997,  
M.S.c (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

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### Restorative Dentist

#### **Craig Jack** GDC 83228

BDS University of Manchester 2004  
MFDS RCS (Ed) 2006

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### Oral surgeon

#### **Gavin McManus** GDC 83236

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

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### 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

#### **Alannah Birtwistle** GDC 270929

Bsc (Hons) in Oral Health Science

#### **Catherine Warhurst** GDC 150908

Diploma in Dental Hygiene RCS (Ed) 2008

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### Periodontist

#### **Harriet Brocklehurst Flynn**

GDC 227500 BDS University of Liverpool  
2012, M.S.c Clinical Periodontology.

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### 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  
Advanced skills in dental practice management

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### Dental Nurses

#### **Alex Hartley** GDC 291250

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

#### **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

#### **Gaynor Parry** GDC 139063

Verified experience in Dental Nursing

#### **Ciciley Wyatt** GDC 281581

Level 3 Diploma in Dental Nursing

#### **Charlotte Smith** GDC 295593

Level 3 Diploma in Dental Nursing

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### Reception Team

#### **Joanne Rigby** GDC 129393

Verified experience in Dental Nursing

#### **Alison Clare**

## 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 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.

## 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

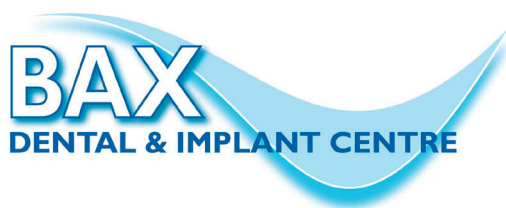
As a caring practice we take all necessary precautions to safeguard both patients and staff against infections. We have implemented our infection control policy and protocols and we also follow the recommended guidelines with regard to the sterilisation of instruments and the use of disposable items. 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.



Call: 01625 613322

Email: [info@baxdental.com](mailto:info@baxdental.com)

Visit: [www.baxdental.com](http://www.baxdental.com)

68 King Edward Street, Macclesfield, Cheshire SK10 1AT

