



Williams Dental Practice

Marlborough

Vernon Williams B.D.S.

Amreeta Sanghera B.D.S. MSc

Christopher Williams B.D.S.

BDA Good Practice
Member



At the Williams Dental Practice we concentrate on what's important to you as a patient. Professional, timely, personal and considerate service.

Our practice

The Williams Dental Practice is a family-orientated private practice, with NHS facilities for children up to 18 years old. Established in 1987, our Marlborough practice is conveniently located in the High Street.

Our friendly, approachable and experienced team is committed to understanding your needs, meeting your expectations and alleviating any concerns you may have. We are able to advise you individually on the best approach to good dental health and hygiene. We'll also discuss fully with you the options available for any treatment you may require.

We provide a wide range of treatments within our practice but for more complex procedures, for example dental implants, we work closely with specialist practices and can recommend the right person for your particular needs.

We are proud of the attention that we offer to visitors of the practice. We take time to ensure we can offer all of our patients the best, and most appropriate, routes for ongoing dental care.

First-time visitors to the practice are asked to complete a short medical history form to help us understand a bit about you and let us know of any issues that may affect your treatment.





Your options

We offer our own dental care plan as we believe this is the most beneficial to you. It provides regular appointments and a 10% discount on all treatment. Alternatively, we offer a pay as you go approach at our full prices.

The Williams Dental Care Plan

Our own independent scheme gives you the benefit of ongoing preventative care and enables you to budget for your dental costs. Unlike national schemes, it allows you to choose how much you pay each month, and the level of cover you will receive. We also offer a special low-cost student dental care plan which gives emergency cover when away from home in the UK or abroad.

Our objectives are to attain a high standard of dental health for the whole family and to minimise the need for treatment by following a top quality maintenance plan based on preventative measures and advice.

Key Benefits

- Preventative care for long term dental health
- Affordable monthly payments
- 10% discount on private dental treatment
- No large amounts of treatment needed before joining
- Supplementary Assistance Scheme including overseas and UK emergency cover

Please see The Williams Dental Plan leaflet for full details and conditions.

How To Register

To register for our plan, please call in to reception and speak to our friendly and helpful staff. Alternatively please call us on **01672 513845** for further information.



Our friendly, considerate team is made up of three dentists and dental care professionals – all of whom are committed to your needs, meeting your expectations and alleviating any concerns.

Our Team

In 1987, dentists Gareth and Vernon Williams set up the Williams Dental Practice in Marlborough and Hungerford. After Gareth retired in 2014, dentist Amreeta Sanghera joined Vernon as a partner followed by Vernon's son, Christopher, who joined as an associate in September 2015.

A policy of ongoing development ensures that all members of the team are best placed to make your visit as stressfree and comfortable as possible. Most of our hygienists are dual qualified as dental therapists which gives added flexibility within our team.

Williams Dental Practice has the support of a dedicated team of dental care professionals who ensure that the practice is run smoothly, efficiently and that your experience is as stress free as possible.



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Dentists



Vernon Williams B.D.S.

Vernon qualified from Liverpool University in 1983. He stayed in the north west of England working in practices in Manchester and Cheshire before joining the Williams partnership in 1987 and opened the Hungerford practice in the same year. Vernon currently splits his time between the Marlborough and Hungerford practices. Vernon is married with two children.

Amreeta Sanghera B.D.S.

Amreeta qualified in India and undertook her conversion exams in London at Guys and the Eastman in 2009. In 2010 she was asked to teach on the Overseas Registration Examination training course by the Royal College of Surgeons and was awarded an Honorary Lectureship in 2013. In the same year she also completed her MSc in Restorative Cosmetic Dentistry at the University of Central Lancashire. Amreeta joined the Williams Dental Practice as a partner in 2014 and is also trained in Botox and Dermal Filler treatments. She loves to travel – especially the USA – and wants to visit every state.



Christopher Williams B.D.S.

Christopher qualified from the University of Bristol in 2013. Since then he has had experience working in Bridgwater before joining the Williams practice in 2015. Christopher is interested in family dentistry and restorative dentistry. When he is not working, he enjoys a wide variety of sports. He particularly likes

watching Manchester United at Old Trafford. His highlight was being able to see the Olympics in London, where he saw Jessica Ennis, Greg Rutherford and Mo Farah in the Olympic stadium on super Saturday.

Hygienists

Barbara McNie

Barbara first trained as a dental nurse, then developed her skills to become a dental therapist. After qualifying as a dental hygienist at Cardiff in 1989, Barbara moved abroad to work in Saudi Arabia and Dubai. She returned to the UK and joined us in 2001. Barbara enjoys fine dining and travelling.

Valerie Young

Val has worked with the practice since 2005. Before training at Birmingham Dental Hospital, Val worked for BA as part of their cabin crew and then as a medical secretary. She has two children and an active lifestyle that includes walking, skiing and sailing.

Fiona Bradley

Fiona is originally from Andover and studied at Cardiff where she dual qualified as a hygienist and dental therapist. She lives locally and is a keen runner.

Becks Fagan

Becks qualified in December 2003 whilst working in the Army in Northern Ireland and Germany. She joined us in 2006 and is a shopaholic who lives in Gloucester.



Our policies

Acceptance

Adult patients are accepted on a private basis only. You may either join the Williams Dental Care Plan or 'pay as you go'.

Appointment reminders

For your convenience, we can send you a text message 24 hours before a scheduled appointment. Alternatively, we can write to you prior to an appointment.

Missed appointments

We work hard within our practice to provide those very important emergency appointments we sometimes need. To help us, we ask that you contact us to cancel your appointments if your plans change. This frees up time for us to offer your appointment time to someone who urgently needs our help

Complaints

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers concerns in a caring and sensitive way.

Disabled access

There is a small step at the surgery entrance for which we have a portable ramp. Unfortunately the patients' toilet is very small, due to space limitations and cannot accommodate a wheelchair. If you require assistance the staff are always willing to help in any way possible. Please contact the surgery for further information.

Your data

What information do we hold about you?

- Your name, address and date of birth.
- Why you need care and treatment.
- Records of when you were seen and the treatment that was provided.

Why do we have information about you?

- To give you good care and treatment.
- To check you and other people get good care and treatment.
- To check our staff are working well.
- To plan new services.

Do I have to give you my information?

- We have to have at least basic details to treat you.
- If you have concerns about what information we want and why, please tell us and we can answer your concerns.

Who can see my information?

- Those who provide you with care need to see information on your care and treatment.
- Administration staff need to know some of your details to manage the organisation.

Do we share your information with other people?

- Sometimes we need to talk to other organisations to make sure you receive all the care you need (eg: if we refer you to an orthodontist or to a specialist for any treatment.) We will always try to talk to you about this before we talk to them.
- In exceptional circumstances we may have to disclose some information without your consent to other organisations. This will only take place where there is some legal justification for doing so, such as informing other dentists about violent patients.

Can I see my information?

- Yes you can. Just ask us and we will tell you what to do.



Opening times

Monday to Thursday

7.45am–6.30pm

Friday

7.45am–12.00 noon

Saturday

7.45am–12.00 noon, but
closed every third Saturday

Sunday

Closed

Emergencies

For out of hours emergencies
please call **01672 513845**

Where to find us

Williams Dental Practice
72 High Street
Marlborough
Wiltshire SN8 1HF

Tel: 01672 513845

Fax: 01672 511869

e: williamsdental.marlborough@btconnect.com

 williamsdentalpractice.com



For large print leaflet call **01672 513845**