



Williams Dental Practice

**Marlborough NHS patients
under 18 years old**

Vernon Williams B.D.S.

Amreeta Sanghera B.D.S.



Mouth Cancer Screening
Accreditation Scheme
www.mouthcancerfoundation.org



The Williams Dental Practice is a family-run practice conveniently located in Marlborough High Street, Wiltshire.

We have an NHS contract with Wiltshire Primary Care Trust which allows us to treat children up to the age of 18.



Our practice

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

Our friendly, approachable and experienced team is committed to understanding your needs, meeting your expectations and alleviating any concerns you may have.

We have British Dental Association Good Practice Accreditation, which places us in the top 10% of practices in the UK. The Good Practice Award shows that we are committed to providing high standards of care for our patients.

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.

Our team

Our friendly and approachable team is made up of two dentists who have the support of a dedicated team of dental care professionals who ensure that the practice is run smoothly and efficiently making your experience as stress free as possible.

Our 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 – the eldest of whom is a dentist too.

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.



Our policies

Acceptance

- Currently we have a contract, which allows us to see children up to the age of 18 years under the NHS.

Appointment reminders

For your convenience, we can send you a text message 24 hours before a scheduled appointment.

Missed appointments

As a patient you have a responsibility to attend any appointment that you make. If you cannot make an appointment, please make sure that you contact the surgery so that we can cancel your appointment and offer this visit to another patient. If you fail to attend appointments or keep cancelling appointments without at least 24 hours notice, we will then remove you from the dental list and you will not receive any further treatment from us.

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.

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.

Behaviour

Violent or abusive behaviour will not be tolerated in the NHS. Any patient who is violent or abusive to those providing dental care, practice staff or other service users will have their treatment terminated immediately. NHS dentists working in the surrounding area will also be informed that your behaviour has resulted in your treatment being withdrawn.

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 GWH 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.

The contact details for your local Primary Care Trust (PCT) are as follows:

Wiltshire Primary Care Trust, Southgate House, Pans Lane, Devizes, Wilts, SN10 5EQ. Information on Primary Dental Services is available from NHS Direct Tel: 0845 4647 or at www.nhsdirect.nhs.uk

Opening times

Monday to Thursday

07.45am–6.30pm

Friday

07.45am–12.00 noon

Saturday

07.45am–12.00, but closed every third Saturday

Sunday

Closed

Emergencies

If you have a dental emergency outside normal surgery hours ie: weekdays 6.30pm–8.00am, weekends, bank holidays or public holidays, please phone **111**. This is the NHS Out of Hours service run by Wiltshire Primary Care Trust.

Where to find us



Williams Dental Practice
72 High Street
Marlborough
Wiltshire SN8 1HF

Tel: 01672 513845
Fax: 01672 511869

williams.marlborough@btconnect.com
www.williamsdentalpractice.com