

Dental care

If you are having problems with your brace, please telephone during surgery hours or you may leave a message on the answerphone out of surgery hours and we will get back to you as soon as possible. For all other dental problems, please contact your dental practitioner.

We stock a range of dental care products designed to help keep your teeth and braces clean during treatment.

Care Quality Commission

Overleigh Orthodontics is registered with the CQC. Registration details can be obtained from CQC national Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Tel. 03000 616161 or are available at www.cqc.org.uk

Access

Parking is available at the surgery. We have easy access facilities suitable for wheelchairs, a hearing loop and disabled parking.

Surgery hours

Monday	9am - 5pm
Tuesday	8.15am - 6pm
Wednesday	8.15am - 6pm
Thursday	9am - 5pm
Friday	8.15am - 5pm
Saturday	9am - midday (Once per month)

Emergency Care

It is our policy to see all our patients who have an emergency, the same day whenever possible.

Out of hours Clinic

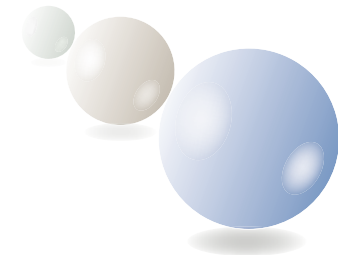
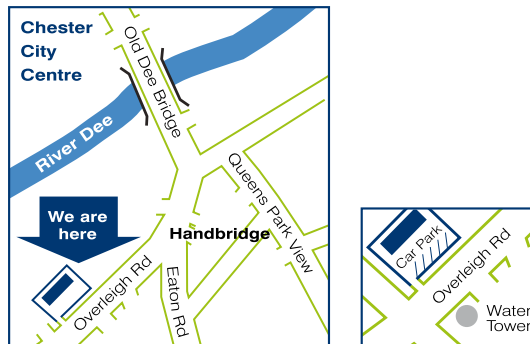
If you have an urgent dental problem that cannot wait until our clinic re-opens, NHS England and NHS Wales provide an emergency service.

If you suffer from:

- Severe pain that cannot be controlled by painkillers
- Uncontrolled bleeding
- Large swelling
- Dental trauma
- Any other problem that makes you feel acutely unwell

Please phone the dental helpline:

- NHS England **111**
from 9am to 9-30pm every day including weekends and bank holidays
- NHS Wales **111**



Dr Victoria Cumberburch
Principal

Specialist in Orthodontics
GDC Reg. 73426 Jul 97

BDS, MFDS, RCPS, MDentSci, MOrth RCS Edinburgh 2005

Dr Max Hain
Principal

Specialist in Orthodontics
GDC Reg. 73360 Jul 97

BDS, BMSc, MFDS (RCS), MPil (Orthodontics)
MOrth RCS London 2003

NHS Contractor
Overleigh Orthodontics Ltd

The Old Forge
24 Overleigh Road Handbridge
Chester CH4 7HL

Telephone 01244 677667 Fax 01244 681775

E-mail braces@overleighorthodontics.com

Website overleighorthodontics.com



Registered with the CQC
as a Compliant Provider of Services

Introduction

A specialist orthodontist is someone who has completed comprehensive additional training and is registered with the General Dental Council Specialist List. Our practice purely provides this specialist treatment.

As part of our team, we also have qualified Orthodontic Therapists all of whom are registered with the GDC.

To undergo orthodontic treatment you or your child needs to be referred by your dentist.

We would like to take this opportunity of welcoming you to Overleigh Orthodontics

What is orthodontics?

Orthodontics is the practice of straightening teeth which are crooked or unsightly - to give you a smile to be proud of! Treatment may require the removal of some teeth. Either a removable plate or a fixed brace (small metal blocks that are glued to your teeth) is used to straighten your teeth.

Average treatment time is 18 months but this may vary depending on the circumstances.

You will need to come back and see your orthodontist approximately every 6-8 weeks to have your brace adjusted. Braces will not work without regular adjustment.

Initial consultation

NHS orthodontic treatment is free for people under the age of 18 with a clear health need for treatment (eg problems with their bite, impacted teeth, missing teeth etc). A rating system known as the Index of Orthodontic Treatment Need (IOTN) is used to assess your eligibility for NHS treatment.

Your first appointment is a brief assessment to check your eligibility for treatment. If you qualify for NHS treatment you will be given a second appointment for a full orthodontic assessment. At this appointment our orthodontist will discuss with you and your parent / guardian if under 16, what is involved to straighten your teeth and your treatment options. X-rays and moulds of your teeth may also be taken.

Please note that not all orthodontic problems are eligible for treatment on the NHS.

Something for you to consider

Successful orthodontic treatment is a team effort between the patient and the clinicians and requires a lot of work on your part as well as ours.

We recommend that you do not start treatment unless you are willing to co-operate with instructions.

Treatment will only work well if you wear your brace as advised.

Following active treatment you will be asked to wear retainers long term to resist the tendency of teeth to return to their pre-treatment positions. This is a vital part of your treatment.

Poor tooth brushing will result in you not being considered for treatment and smoking may adversely affect the health of your mouth. If you are a smoker, why not quit today?

If you would like to quit smoking please ask to speak to our Smoking Cessation Advisor. On-line help is also available from the NHS by searching 'smokefree'.

Agreeing to treatment

Once you are satisfied with your treatment plan, you will be asked to complete a few forms including personal details and a medical questionnaire. This information is accessible to all clinicians and administrative staff in the practice and treated in the strictest confidence. You have the right of access by requesting this information either by writing to or e-mailing the practice.

You may express a preference about which orthodontist you will see and we will make every effort to ensure that the request is met, but this may not always be possible. Should you have a preferred practitioner, please state this when booking your first appointment. Some of your treatment will be undertaken by the Orthodontic Therapists and/or Student Orthodontic Therapist.

Appointments

Whilst every effort is made to offer appointments that are most convenient to you, please appreciate that there is a high demand in accommodating schooling commitments. We ask you to be flexible as widely spaced appointments will delay your treatment programme.

We require a minimum of 24 hours' notice to cancel your appointment.

NHS Patients and Private Care

NHS Patients. Under 18's must be referred by their GP and may receive treatment free of charge under the NHS. There is however a charge for lost or broken appliances and lost retainers. These charges are fixed by the NHS and will be discussed with you. You may be able to reclaim the cost of these from the NHS by completing Form FP17R11, available from Reception.

Private Care. If you don't qualify for treatment under the NHS or you would prefer a wider range of treatment options we will be happy to discuss these with you, including costs and payment options.

Comments

We want you to be entirely satisfied with your care and treatment. If you are not satisfied with the care or level of service provided at the practice, please ask to speak with our Complaints Manager who will deal with your complaint according to the practice's complaints policy.

Independent help and advice is available from Patient Advice and Liaison Service - please contact your local PALS for information about how this service is provided in your area.

Surgery Rights

The Orthodontists and their staff have the right to remove off the premises any persons who may become violent or abusive to the practice personnel or other members of the public and, if necessary, report it to the appropriate authorities.

Keeping us informed

Please notify us of any changes with your address or telephone number as this helps in keeping our records up to date. We also need to be informed of any relevant medical history by means of a completed questionnaire and countersigned every twelve months confirming this information is up to date.

