



Dear Customer,

Welcome to the Grange Dental Care where we aim to provide a personal and professional service in relaxed and comfortable surroundings.

The principal dentist Paul Grugan BDS (QUB 1990) is ably assisted by Fiona Runciman, dental hygienist; Natalie Johnson, dental therapist and an experienced dental team. At the Grange Dental Care we aim to offer you the chance to experience dental care in an environment where emphasis is placed on quality and choice.

As a mark of this, the practice is only one of a few in Northern Ireland that is a member of the British Dental Association's Good Practice Scheme, having also obtained an Investor in People Award. These awards are recognition of the high standard of clinical care and general client experience provided by the practice.

The practice is based very much on working with you, our customer, to prevent oral disease so that you can have a healthy mouth for years to come. As a result, you will find that we spend time on things that other dental practices may not – diet, work practices, stress, general medical issues and social habits.

Our new, purpose-built practice is fully computerised and is designed to surpass all current cross-infection and health and safety requirements.

All patient areas are disabled-friendly. Baby changing facilities are available. A portable loop is available for those who are hard of hearing. All surgeries are air conditioned and the latest digital

'I found it to be the most informed and professional dental consultation I have ever had- I was delighted with it'

Welcome to a new experience

x-ray equipment has been installed to keep radiation levels to a minimum. We have our own private parking for about 20 cars.

In spite of the minimal contribution from the NHS towards this private development, we still endeavour to set time aside to treat patients under the NHS. This is limited to routine basic care for children and long-standing exempt patients who attend on a regular basis. The only new patients we shall see under the NHS at present are children of these parents who already are regularly attending the practice. As a result of our preventive philosophy we will expect at least one guardian/ parent of a child to be a regular patient of this practice.

'could I take my hygienist with me!'

We believe in a preventive ethos and we expect our patients (and their parents) to work with us so that we can provide the best dental experience for them. We reserve the right to remove patients from our list who though their(or their parents) actions do not appear to wish to follow this path. We provide special sessions for children on a regular basis where, in addition to their dental examinations, they can partake in group sessions with our dental hygiene educators. During these sessions they will learn how to maintain their smiles in a relaxed and fun environment.

Other services offered include tooth whitening in under 1 hour with the market leader, "ZOOM" whitening system, which we use as part of our special power-bleaching formula for increased, long lasting, results. Non-metal crowns and white fillings are also available.

The Grange Dental Care plans are in-house maintenance plans which allow patients to pay in monthly instalments. This covers regular examinations, scaling and polishing,

oral hygiene instruction, dietary advice, small x-rays and dental emergency and trauma insurance, while allowing the patient a reduction on any other treatment required.

All patients can benefit from services including text-a-reminder and express appointments. Details of these and other services are available at reception.

A practice newsletter "Nibbles" is produced regularly for our patients. This, plus other information on the practice, can be viewed on our website @ www.thegrangedentalcare.co.uk

The practice aims to give all our patients a prompt, efficient service. This, however, can only be achieved with your help. If you cannot keep an appointment it would be greatly appreciated if you could let us know as soon as possible. We can then make arrangements to offer the appointment to someone else.

In accordance with our preventive policy and current best practice guidelines we expect to see all our patients between 3 and 18 months depending on their individual needs. Anyone who wishes to attend outside this timeframe will not be thought of as a regular patient and will be treated as such with all corresponding charges.

Failure to attend or late cancellation of an appointment will result in a £20.00 charge (per 15 mins). Any money collected may be donated to charitable causes. Repeated non-attendance will result in de-registration of the patient.

www.thegrangedentalcare.co.uk

Our surgery hours aim to provide flexibility for our patients. Early morning, lunchtime and evening appointments are all available. Please contact our staff for further details. Evening appointments are for private patients and are by prior arrangement only. Private patients are likely to receive priority at popular times (e.g. holidays).

'friendly, courteous and discreet'

An emergency service is available at weekends and bank holidays for registered patients. Patients in a genuine emergency should telephone the surgery and they will be given details of how to contact the dentist on call.

This service is only available to registered patients. To maintain your registration you have to attend and complete a course of dental treatment every two years.

Patients paying for treatment are asked to pay at the end of every appointment. Any treatments involving laboratory work (crowns, dentures etc.) require 50% to be paid on the first visit with the remainder due prior to permanent fitting. A booking fee will be required to secure an appointment for a new patient or an extended appointment. This is non-refundable in the case of a late cancellation or non-attendance. Most major credit cards are now accepted. A handling charge is imposed on smaller amounts. We also accept Euro.

'extremely happy...it has made such a difference to my confidence and self esteem...Now I can smile!'

All patients who complete their treatment are entered into an annual draw for which a variety of prizes, from toys and book tokens to restaurant vouchers and hampers, can be won.

We hope you find this leaflet helpful and trust your visit is a pleasant experience. If you have any suggestions as to how we can improve our service please let us know.

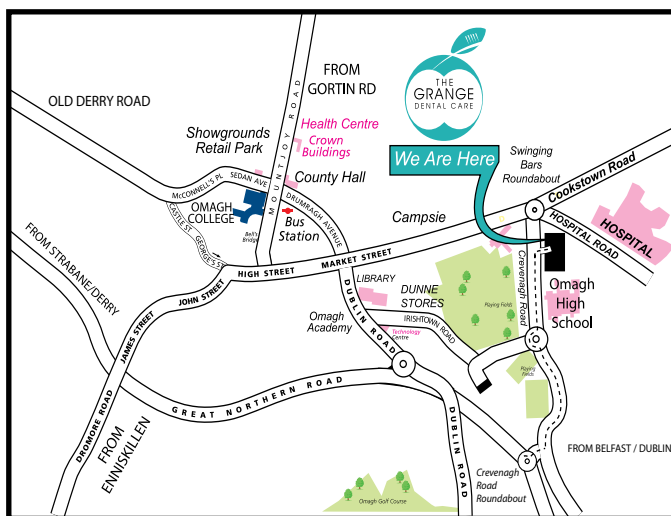
Our Surgery hours are:-

Mon – Thur 8.45 am – 12.45 pm
2.00 pm – 5.15 pm

Friday 8.30 am – 12.15 pm
1.00 pm – 3.15 pm

For information on early bird, lunchtime and tooth brushing sessions, please contact reception.

Monday evenings by appointment for private patients only.



Check us out at:
www.thegrangedentalcare.co.uk



Dental Surgeon

Paul Grugan BDS

Dental Therapist
Natalie Johnston
RDT, RDH

Dental Hygienist
Fiona Runciman
RDH



Member of the British Dental Association's
Good Practice Scheme.

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