

## Patient Information Leaflet

### Practice Details

Brigate Dental

4 Lower Brigate

Leeds LS1 4AF

Tel: 0113 244 6095

[hello@briggatedental.com](mailto:hello@briggatedental.com)

[www.briggatedental.co.uk](http://www.briggatedental.co.uk)

### Opening Hours

Monday 09:00 – 17:00

Tuesday 09:00 – 19:00

Wednesday 09:00 – 17:00

Thursday 09:00 – 17:00

Friday 09:00 – 15:00

Saturday Closed

Sunday Closed

### Welcome

Brigate Dental is a mixed NHS and private city centre-based practice specialising in both general and cosmetic dentistry. We strive to provide a comfortable, caring and professional clinical environment for all our patients and aim to make your visit to the dentist a positive one.

We are able to offer a full range of dental services for you and your family, including routine check-ups, x-rays, fillings, extractions, root canal therapy, crowns, bridges, gum treatments, and dentures. In addition, we also provide aesthetic treatments, including teeth straightening with fixed and removable options, tooth whitening, and cosmetic white fillings and veneers.

### New Patients

Brigate Dental provides both NHS and private dental care for adults, and NHS dental care for children. Information about the fees we charge and about our Denplan membership options is available at reception and on our practice website: [www.briggatedental.co.uk](http://www.briggatedental.co.uk). If you would like to register with us, please call our reception team during normal working hours on 0113 244 6095 or email us at [hello@briggatedental.com](mailto:hello@briggatedental.com).

## Dental Team

As part of our commitment to providing you with the best quality care, all of our staff undertake regular education and continued professional development.

### Dentists

- |  |                   |
|--|-------------------|
| ▪ Dr James Cooper, BDS PG Dip (Orthodontics) | Principal Dentist |
| ▪ Dr Aileen Shum, BDS                        | Associate Dentist |
| ▪ Dr Stephanie Blain, BDS                    | Associate Dentist |
| ▪ Dr Katherine Smith, BDS                    | Associate Dentist |
| ▪ Dr Laura Reynold, BDS                      | Associate Dentist |

### Dental Hygiene Therapists

- |  |                          |
|--|--------------------------|
| ▪ Miss Ruth Harrison, Dip Dental Hygiene Therapy | Dental Hygiene Therapist |
|--|--------------------------|

### Dental Nurses

- |                         |                         |
|-------------------------|-------------------------|
| ▪ Miss Brenda Myers     | Registered Dental Nurse |
| ▪ Miss Esther Lynch     | Registered Dental Nurse |
| ▪ Miss Amy O'Brien      | Registered Dental Nurse |
| ▪ Miss Hannah Walton    | Registered Dental Nurse |
| ▪ Miss Georgia Charles  | Registered Dental Nurse |
| ▪ Miss Grayce Wilson    | Apprentice Dental Nurse |
| ▪ Miss Phoebe Smith     | Apprentice Dental Nurse |
| ▪ Miss Olivia Hotchen   | Apprentice Dental Nurse |
| ▪ Miss Olamide Awopegba | Apprentice Dental Nurse |

### Practice Management

- |                            |                  |
|----------------------------|------------------|
| ▪ Mr Adam Cooper, BSc Hons | Director         |
| ▪ Mrs Susan Cooper         | Accounts Manager |
| ▪ Miss Ify Nwaesei         | Receptionist     |

## Appointments

If you would like to make an appointment, please call our reception team on 0113 244 6095 or email [hello@briggatedental.com](mailto:hello@briggatedental.com).

Please note that, although we endeavour to send a reminder SMS or email for all appointments made, this is a courtesy service and it should remain your responsibility to remember your appointments. We will accept no responsibility for missed appointments due to patients not receiving a reminder.

If you are unable to keep or need to cancel an appointment, please give us at least 24 hours' notice. Please be advised that patients who miss two or more appointments, habitually cancel at short notice, or frequently arrive late to appointments risk the termination of registration with Briggate Dental and may still be charged.

### **Emergency Dental Services**

Please contact us about dental emergencies during normal working hours and we will make every effort for you to be seen by one of our dentists as soon as possible. For out-of-hours dental emergencies and urgent care, please contact the NHS 111 service [ open 24/7 ] or visit their website: [www.111.nhs.uk](http://www.111.nhs.uk).

### **Charges**

Any treatment offered [ either NHS or privately ] will be estimated, discussed, and agreed with patients in advance.

Private patients can choose to become a Denplan member. This is an insurance scheme where the cost of dental care is spread across regular monthly payments. Denplan payment plans also give patients access to discounts on any treatments required. Further information can be obtained by contacting the practice.

Payment for treatment can be made by cash, card or BACS.

### **Access and Facilities**

Briggate Dental has three first-floor surgeries. The practice has a patient waiting area and WC facilities on the ground floor. Due to having Grade II listed building status and subsequent planning restrictions, unfortunately the practice has no wheelchair access.

Due to infection control reasons, the practice is unable to provide magazines for patients or toys for children.

### **Directions**

Briggate Dental is situated on Lower Briggate in Leeds city centre. There is no parking available at the practice, however there are a number of carparking facilities close by. Failing this, our close proximity to local public transport hubs means our location is also great for those who would prefer to make use of public transport, or indeed those travelling in from further afield.

### **Practice Policies**

Briggate Dental has a number of policies to ensure the best possible care is provided to patients. All patient information is processed in line with the Data Protection Act 1998 and the practice is fully compliant with GDPR 2018. All personal information is handled with care and treated with the strictest confidence.

## Feedback

Brigate Dental welcomes feedback and encourages patients to leave a review on our Google, Instagram or Facebook pages.

We hope that you are happy with the service we provide; however, if you have a complaint, please ask any member of staff for a copy of our complaints procedure, or contact the practice in writing.

If you are not happy with the response you receive pertaining to NHS services you have received from us, you are entitled to raise this with the Parliamentary and Health Service Ombudsman [www.ombudsman.org.uk](http://www.ombudsman.org.uk) / 0345 015 4033.

If you are not happy with the response you receive pertaining to private services you have received from us, you can contact the Dental Complaints Service <https://dcs.gdc-uk.org> / 020 8253 0800.

## NHS Services

Brigate Dental provides NHS services for the West Yorkshire and Harrogate STP. NHS treatment includes all treatment required to secure and maintain your oral health. The cost of NHS dental treatment is set by the NHS, not our practice. These prices can be found displayed in our reception area.

Please note that if you fail to attend a pre-booked appointment or fail to attend appointments for more than two years, we cannot guarantee that your NHS place will be kept open.

If you are exempt from NHS charges, please bring proof of your exemption when you visit us. Please inform us of any changes to any exemptions you may have. Please note that NHS BSA regularly check exemption status of patients and fines are issued to those who have failed to provide up to date and correct information.

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