



EMBRACING YOUR FUTURE SMILE



## The practice

At Park Lane Orthodontics our orthodontists, dental nurses and reception staff will always aim to provide a high standard of care and service for our patients.

Our orthodontists are:

Mr. Ben R J Buffham BDS (Sheff), MFDS RCS, MSc, M.Orth RCS  
Specialist Orthodontist

Mrs. Paula L Buffham BDS (Sheff), M.Med Sci, FDS RCS, Ph.D  
Orthodontist

Mrs. Alicia Thomson BDS (Lond), FDS RCS, MSc, M.Orth RCS  
Specialist Orthodontist



How to find us

65 Park Lane, Tilehurst, Reading RG31 5DP

Our practice is fully accessible to people with a disability.

Telephone: (0118) 9411628

E-mail: [enquire@parklaneorthodontics.co.uk](mailto:enquire@parklaneorthodontics.co.uk)

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



## Services available

We have agreed with Berkshire West Primary Care Trust (PCT) to provide NHS Orthodontic (tooth straightening) services for those patients under the age of 18 years who meet the criteria laid down by the PCT. Patients can only be assessed on the NHS following referral by their general dental practitioner. If it is found that you have been referred too early for treatment by your dentist, this means you will need to be placed under review until you are ready for your final assessment of treatment need.

Once the Orthodontist has carried out the final assessment you will be informed if you meet the criteria to qualify for NHS treatment. Due to the high demand for NHS Orthodontics and the fixed contract with Berkshire West PCT, there is a waiting list for NHS treatment and you can only be placed on this list once you are ready to start treatment. This is usually once all the adult teeth have come through.

At the practice we also provide private orthodontic treatment for both children and adults. Patients can be referred for private treatment by their dentist or can contact our practice direct.



## Opening hours

Monday	09.00 - 17.30
Tuesday	09.00 - 17.30
Wednesday	09.00 - 19.00
Thursday	09.00 - 17.30
Friday	09.00 - 17.00

The practice has a contract to provide NHS orthodontic services between the hours of 09.00 and 15.00. Any appointments after 15.00 are reserved for private patients.

## Out of hours service

There is rarely an orthodontic emergency that requires immediate attention. Patient Advice is available on the practice website under the "Contact Us" page, detailing what to do if you have a problem with your brace or retainer whilst you are in treatment. You can also telephone the practice for advice on 0118 9411628, during our opening hours. If you are an NHS patient and have a severe problem that cannot be made comfortable through the advice on the website and need help outside surgery hours, please contact the NHS out of hours service on 0845 6020701 or ring NHS Direct on 0845 4647.

## Keep us informed

If you change address or telephone number, please let us know as soon as possible. This helps keep our records up to date.

## Important information about attending your appointments

We request that when attending for appointments, only one adult attends with the patient. We have limited seating in the waiting room and for health and safety reasons, we can only allow a maximum of two persons into the surgery (including the patient). Where possible, we also ask you not to bring other persons to appointments (e.g. siblings, school friends or other family members).

We endeavour to create a relaxed and comfortable environment for both patients and staff without unnecessary noise and distractions and would also ask that you do not use your mobile phone whilst in the practice.

Please note that the nature of orthodontic treatment means that the practice has many patients undergoing treatment at any time. Each patient is booked for their next appointment a number of weeks ahead, therefore the appointment diary is busy for many weeks to come. This means that if you miss or cancel an appointment for any reason, the next available free appointment may not be until after the diary is clear. Therefore, we advise that you only cancel appointments when genuinely necessary (for example illness, or if there is no-one else available to bring your child to the appointment).

We do endeavour to run on time, and in order to assist us with this, we would ask that you please arrive at the practice a few minutes before your appointment as there may be some paperwork for you to complete.

## Your rights and responsibilities

You are entitled to

- an orthodontic assessment
- a full explanation of your treatment options
- a written treatment plan (including costs if applicable)
- advice on how to keep your teeth and gums healthy during orthodontic treatment
- information about this practice and the services available
- treatment summary if you decide to transfer to another orthodontist
- make a complaint if you are not happy with your treatment and care

You are responsible for

- giving at least 24 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments – but if you miss more than two appointments we may have to discontinue your NHS treatment
- following your orthodontist's advice to prevent tooth decay and gum disease
- paying your bill promptly if applicable
- treating our staff with courtesy and respect

### Abusive or violent behaviour

If a patient or accompanying person is abusive or violent to any staff, treatment will be terminated and the police and Berkshire West PCT will be informed.

### Merchandising

We stock a full range of oral hygiene products (toothbrushes, mouthwashes etc), sportsguards, retainer boxes and brace comfort wax. Please ask at reception. Patients will be expected to purchase an oral hygiene kit at the start of their fixed brace treatment.

### Patient charges

All treatment carried out under the NHS is free of charge except replacement braces or retainers, which are charged according to the NHS Business Services Authority fee scale. Patients who are not eligible for NHS treatment are subject to independent fees.

### Your dental records

Your dental records will remain confidential and secure. However from time to time we may need to release these to Berkshire West PCT or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to any other organisation.

### Complaints

We take all complaints seriously. If you have any comments or complaints about our practice please speak to our Customer Experience Manager, who will address your concerns. If appropriate, the complaint will be passed onto one of the orthodontists. If you are an NHS patient and are not happy with the response you receive from us you are entitled to raise this verbally or in writing with your Primary Care Trust.

Private patients who are not happy with our response can contact the Dental Complaints Service on 08456 120 540 or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)