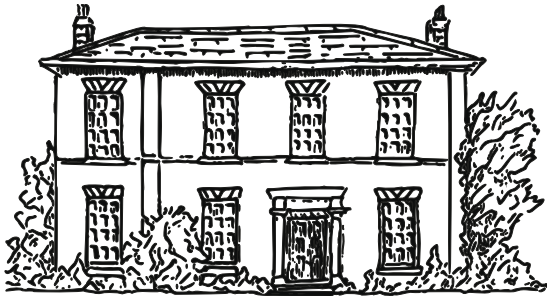


# WELLINGTON DENTAL PRACTICE



SOMERSET IMPLANT CENTRE

47 HIGH  
STREET  
WELLINGTON  
SOMERSET  
TA21 8QY

Monday to Friday

9.00am to 5.00pm

[www.wellingtondentalpractice.com](http://www.wellingtondentalpractice.com)

## DENTAL SURGEONS

**Mr. Barry S M Kasai**  
Principal Dentist  
& Practice Owner

BDS (Birmingham 1993)  
GDC 69495

**Mr. Calum Finch**  
Jr. Partner

BChD (Leeds 2015)  
GDC 259066

**Mr. Andrew Armstrong**  
Associate Dentist

BDS (St Barts & RLH 1999) MFDS RCS  
(Eng.)  
GDC 77126

**Mr. Martin Damyanov**  
Associate Dentist

DMD (Sofia 2003) PGDip  
Endodontic (UCL Eastman) DWSI  
Endodontics  
GDC 112397

**Mr. Daniel Longmore**  
Associate Dentist

BDS (Plymouth 2014) PGDip  
Periodontology  
(Plymouth 2020)  
GDC 105573

**Mr. Gerardo Bassanini Pertusa**  
Associate Dentist

Lic Odont (Madrid 2009)  
GDC 183858

**Mrs Grammati (Tina) Siskou**  
Associate Dentist

DipDS (Thessaloniki 2002)

**Mr. George Mentzos**  
Associate Dentist

DipDS (Thessaloniki 2002)  
GDC 259465

## PRACTICE MANAGEMENT

### PRACTICE MANAGER

Daphne Kasai

### CLINICAL MANAGER

Victoria Staple

### ASSISTANT PRACTICE MANAGER & HEAD DENTAL NURSE

Claire Burrows

### ASSISTANT MANAGER

Emily Kasai BA (Hons) Business Management

### BUSINESS & FINANCE MANAGER

Joe Kasai BSc (Hons) Economics, CertCII

## HYGIENISTS

**Mrs. Michelle Smithers**

CEB Dip Dent Hygiene  
(Guys 1993)  
GDC 4526

**Miss Kirsty Stott**

CEB Dip Dent Hygiene (Liverpool  
2004)  
GDC 6441

**Miss Hannah Platts**

BSc Dental Hygiene (Portsmouth  
2023)  
GDC 279206

**Miss Nicolle Harrison**

Dip Dent Hygiene (Cardiff 2023)  
GDC 278913

## DENTAL NURSES

**Mrs. Claire Burrows**

NEBDN 2011

**Mrs. Patricia Bond**

NEBDN 2003

**Miss Hannah Pike**

NEBDN 2017

**Miss Gemma Rigby**

NEBDN 2016

**Miss Eleanor Francis**

NEBDN 2014

**Mr Frey Keane**

NEBDN 2012

**Mrs Claire Smith**

NEBDN 2022

**Miss Jasmine Pidgeon**

Level 3 Diploma 2023

**Mrs Kirsty Clamp**

Level 3 Diploma 2018

**Mrs Angelica Partridge**

Trainee Dental Nurse

**Miss Kendall Keane**

Trainee Dental Nurse

**Mrs Elena Flanagan**

NEBDN 2023

**Miss Hannah Fyfe**

Level 3 Diploma 2013

## RECEPTION

**Mrs Meg Leyman**

Head Receptionist

**Mrs Lisa Mace**

Receptionist & Trainee Dental  
Nurse

**Mrs Lorraine Kemp**

Receptionist

## PRIVATE HEALTHCARE

We provide comprehensive patient-centred private care and offer a variety of treatments all under one roof in our advanced treatment centre. Our dentists are fully qualified to complete all aspects of your private and aesthetic dentistry. Denplan Essentials or Denplan Care packages are also available, please ask your dentist for more information.

It is our practice policy to promote dental health. Therefore, we recommend regular check-ups and visits to the hygienist. These will help towards keeping your treatment simple and lower the cost of your treatment.

## URGENT ASSESSMENTS OR TREATMENT & OUT OF HOURS

The practice reserves several appointment spaces for regular attending patients who require an urgent assessment during practice opening hours.

We will endeavour to see regular attending patients who require an urgent assessment on the same day. We will always make our best efforts to ensure you are treated by your own dentist (unless they are on holiday). In exceptional circumstances it may be necessary to see another of our highly trained dentists.

For out of hours advice, regular attending /registered patients can call 01823 661555 and follow the steps on the answerphone message. For urgent emergency advice when the practice is closed please telephone the out of hours service provided by Somerset Dental Advice line on 0300 123 7691.

## APPOINTMENTS

We always try to see patients at the appointed time. If you are kept waiting, there is normally a good reason.

If you must cancel an appointment, we require the minimum of one working days' notice for appointments of less than 20 minutes. For appointments over 20 minutes, two working days' notice is required.

If you are unsure when your appointment is, or if you would like to change your appointment time, please phone or email the practice and our receptionist or office team will be happy to help. For any cancellation queries, please consult our cancellation policy which can be found on our website.

Whilst we provide a courtesy text and email reminder service for appointments, it is ultimately the patients responsibility to remember their appointments.

## BDA GOOD PRACTICE

The BDA Good Practice Scheme is a quality assurance program for UK dental practices. As members of the Scheme, our practice demonstrates a visible commitment to providing high quality dental care to nationally recognised best practice standards. We are kept up to date with current requirements in order to provide the best care for you.

If you would like more information please do not hesitate to ask or visit the BDA website [www.bda.org/gps](http://www.bda.org/gps)

## PATIENT INFORMATION & CONFIDENTIALITY

Only clinicians and authorised administrative staff have access to patient information.

## REFERRAL AND SPECIALIST SERVICES

Over the years we have developed experience in all aspects of dental care. The clinical expertise shared amongst our dentists means that we can refer you in house for specialist services such as oral surgery, implants, advanced root canals and perio treatment (for gum disease). We may however refer you to other dental colleagues who have skills in orthodontics, or for treatments that require sedation or general anaesthetic.

## AGGRESSION & VIOLENCE TOWARDS STAFF

We have a zero tolerance policy regarding aggression & violence towards staff.

Anyone who displays aggressive behaviour or is violent towards members of staff or other persons present on the practice premises is subject to police action.

We define violence and aggression as:

Actual or threatened physical assaults on staff  
Psychological abuse of staff or verbal abuse which includes shouting, swearing and gestures and threats against practice personnel which occur in the workplace.

## ACCESS

We have two surgeries located on the ground floor which can be used for patients who require wheel chair access or for those who are not able to go upstairs. Please inform our reception team if you need to be seen in a downstairs surgery when booking your appointments.

## PAYMENTS – WHEN AND HOW TO PAY

Please be prepared to pay fees for your dental treatment in advance, we take 50% of your treatment cost at the time of booking to secure your appointment. We do offer interest free payment plans which can be spread over 6,10 or 12 months. We also offer interest bearing credit at 7.9% APR over 24 to 60 months. Finance is subject to status. Minimum spend applies. Please speak to your dentist if you are interested in a payment plan to help spread the cost of treatment.

## FEEDBACK & COMPLAINTS

In our practice, we take complaints very seriously. They are dealt with as a matter of importance. The first point of call is the reception.

If the receptionist is not equipped to handle the complaint she will refer the patient to our complaints manager, Claire Burrows. If the patient wishes to make a more official complaint, the patient will need to put the complaint in writing via email or by letter to the complaints manager, Claire Burrows.

Once we receive a complaint, we set up a file for the patient concerned and all correspondence sent of received will be placed here. Claire will send the patient a letter of acknowledgement within 2 days of receipt of the complaint. We will investigate the issues raised. If the complaint is of a clinical nature it will be passed to the clinician involved to respond. A response is drawn up within 10 days; if for any reason it is going to take longer we will let the patient know. If a patient is still not happy with our response, they can contact:

The dental complaints service on 020 8253 0800  
The General Dental Council complaints service on 020 7167 6000.

## LOCATION & DIRECTIONS



We are set back from the High Street in a courtyard just before the junction with Waitrose & Longforth Road.

Unfortunately we are unable to offer parking directly at our practice. The nearest parking is on the Longforth Road Pay & Display car park around the corner as seen on the map above. £1 for 2 hours. Alternatively, you can use the 'Parkopedia' website or app to locate parking close to the practice.

Asda, Waitrose and the Co-Op are also only a few minutes walk away from our practice, so if you fancy shopping either before or after your appointment you may choose to park at these supermarkets.

### Directors

**Mr S. M. B. Kasai**  
**Mr C. S. J. Finch**  
**Mrs D. L. Kasai**

### Company Secretary

Wellington Dental Practice is the trading name of Bahram Ltd. 4 King Square, Bridgwater, Somerset, TA6 3YF Company no. 06120269