

DENTAL SURGEONS

DR BARRY S.M KASAI Principal Dentist & Practice Owner	BDS Birmingham 1993 GDC 69495
DR CALUM FINCH Jr Partner	BChD Leeds 2015 GDC 259066
DR ANDREW ARMSTRONG Associate Dentist	St Barts & RLH 1999, MFDS RCS Eng GDC 77126
DR MARTIN DAMYANOV Associate Dentist	DMD Sofia 2003, PGDip UCL Eastman DWSI Endodontics GDC 112397
DR DANIEL LONGMORE Associate Dentist	BDS Plymouth 2015 PGDip Periodontology Plymouth 2020 GDC 105573
DR GERARDO BASSANINI PERTUSA Associate Dentist	Lic Odont Madrid 2009 GDC 183858
DR ANGUS MACNEIL Associate Dentist	BDS Glasgow 2012 GDC 227188
DR ALEX IOANNIDIS Associate Dentist	BDS Hons Birmingham 2016, MFDS RCS Eng 2021, MClinDent 2025 GDC 227188
DR RICCARDO GERALICO Associate Dentist	Dip Dent Rome 1993 GDC 251315

MANAGEMENT

DAPHNE KASAI Practice Manager	
VICTORIA STAPLE Clinical Manager	
CLAIRE BURROWS Assistant Manager, Treatment Coordinator & Head Dental Nurse	NEBDN 2011 GDC 223315
EMILY KASAI Assistant Manager & Dental Nurse	BA Hons UWE 2019 Level 3 City & Guilds Diploma 2025
JOE KASAI Business & Finance Manager	BSc Hons UWE 2019 Economics CertCII

HYGIENISTS

MRS MICHELLE SMITHERS	CEB Dip Dent Hygiene Guys 1993 GDC 4526
MRS KIRSTY STOTT	CEB Dip Dent Hygiene Liverpool 2004 GDC 6441
MISS HANNAH PLATTS	BSc Dental Hygiene Plymouth 2023 GDC 279206
MRS NICOLLE HARRISON	Dip Dent Hygiene Cardiff 2023 GDC 278913

DENTAL NURSES

MRS CLAIRE BURROWS	NEBDN 2011 GDC 223315
MRS PATRICIA BOND	NEBDN 2003 GDC 128347
MISS GEMMA RIGBY	NEBDN 2016 GDC 266186
MR FREY KEANE	NEBDN 2012 GDC 223614
MRS CLAIRE SMITH	NEBDN 2022 GDC 304763
MISS JASMINE PIDGEON	LEVEL 3 DIPLOMA 2023 GDC 311497
MRS KIRSTY CLAMP	LEVEL 3 DIPLOMA 2016 GDC 278533
MISS HANNAH FYFE	LEVEL 3 DIPLOMA 2013 GDC 248879
MRS ELENA FLANAGAN	NEBDN 2023 GDC 306664
NATALIE JONES	NEBDN 2008 GDC 149106
MRS LISA MACE	LEVEL 3 DIPLOMA 2025 GDC 332087
MISS KENDALL KEANE	LEVEL 3 DIPLOMA 2025
MISS AMBER GRELLIER	TRAIHNEE DENTAL NURSE

RECEPTION

MEG LEYMAN
LISA MACE
LORRAINE KEMP
JO TATE
LISA BATES

PRIVATE DENTAL CARE

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 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 the keeping your treatment simple and lower the cost of your treatment.

URGENT ASSESSMENTS & 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 endeavor 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 annual leave). 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.

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, root canal treatments and periodontal treatment for gum disease. We may however refer you to other dental colleagues in the region who have skills in orthodontics, or for treatments that require sedation or general anaesthetic.

APPOINTMENTS

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

If you must cancel an appointment, we require a minimum of 24 hours notice within the working week.

If you are unsure when your appointment is, or if you would like to change your appointment time, please email or call the practice and we 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 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 recognized 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

PATIENT INFO & CONFIDENTIALITY

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

PAYMENTS

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 baring credit at 7.9% 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.

ACCESS

We have 3 surgeries located on the ground floor which can be used for patients who require wheelchair 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.

AGGRESSION & VIOLENCE TOWARDS STAFF

We have a zero-tolerance policy regarding aggression and 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.

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 or 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 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 and Longforth Road.

Unfortunately, we are unable to offer parking directly at our practice. The nearest parking is at the Longforth Road Pay and Display Car Park. Alternatively you can see the Parkopedia website or app to locate parking close to the practice. Waitrose and Co-Op are 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.

WELLINGTON DENTAL PRACTICE & SOMERSET IMPLANT CENTRE

PRACTICE INFORMATION

47 HIGH STREET
WELLINGTON SOMERSET
TA21 8QY