

NHS Information

Goodwin & Associates Dental Practice have agreed with the Dental Primary Care Commission, NHS England to provide NHS Dental Services.

Dental Primary Care Commission

NHS England

Tenterfield

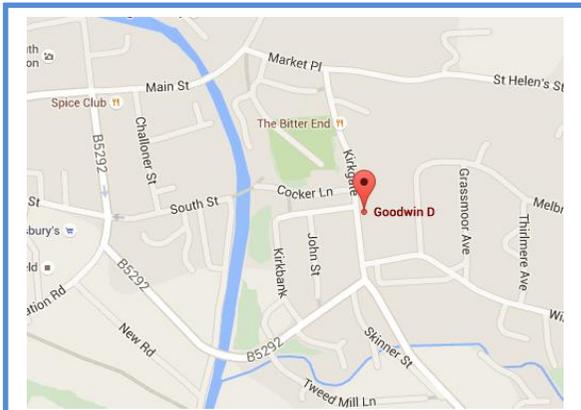
Brigsteer Road

Kendal

Cumbria

LA9 5EA

How to find you us



Excellent road links via the M6, A66 and A595 make Cockermouth easily accessible from the motorway. Leave at Junction 40 and head west on the A66 following signs for Cockermouth. From Carlisle, head west on the A595 direct to Cockermouth

Parking

There is no designated car parking for the Practice; the nearest public car park is approximately 300m away.

Disc parking is available for up to 1 hour on the road outside the Practice.



Providing NHS Dentistry



Goodwin & Associates

57 Kirkgate Cockermouth Cumbria
CA13 9PH

Tel: 01900 823467

Fax: 01900 823939

Website: goodwindentalpractice.co.uk

Email: reception.goodwins@btinternet.com



Practice Opening Times

Monday	8.30am-5.30pm
Tuesday	8.30am-5.30pm
Wednesday	8.30am-5.30pm
Thursday	8.30am-5.30pm
Friday	8.30am-5.00pm

Welcome to our Practice

This leaflet gives some information about our practice and the services that we provide.

Dental Surgeons

Mrs Deborah Goodwin BDS
Mr Andrew Henderson BDS
Mrs Anna Downie BDS
Mrs Hilary Baillie-Smith BDS
Mr Christopher Mackie BDS

Additional Dental Professionals

We have a Dental Therapist who is trained to do all hygiene work and can do simple fillings and extractions.

Rest of the Team

We have a team of 15 dental nurses and administration staff. All our nurses satisfy the General Dental Council (GDC) requirements regarding their training and registration. Three of the nurses have gained further qualifications in the application of fluoride and oral health advice. Kath Armstrong is our Practice Manager.

Our Facilities

The Practice offers modern, comfortable facilities in a calm and friendly environment on the ground and first floors. Suitable access is available for disabled patients.

Appointments

The Practice is open five days a week. Opening hours are overleaf. Patients may express a preference of practitioner, but it will not always be possible to accommodate this. We send out appointment reminders either by Letter, Email or SMS Text message. Let us know your preference.

Cancellations

If you are unable to attend any appointment, please contact the surgery to cancel, giving 24 hours' notice where possible. This gives us opportunity to re-allocate your unwanted appointment to another patient. Failure to cancel or non-attendance on more than two occasions will result in no future appointments at the practice.

Our Services

We have agreed with the Dental Primary Care commissioning, NHS England to provide NHS services for all our patients. The NHS provides treatment that is necessary to secure and maintain your oral health.

Some cosmetic treatments which are not available on the NHS can be provided privately, these include; Implants, white fillings, crowns, bridges, veneers, dentures and tooth whitening procedures. Private treatment is often price comparable, and has a long guarantee, giving patients wider treatment options. Ask in surgery for more details.

Implants

Implants are carried out privately by Mr Henderson; he takes referrals within the practice and from other practices.

Paying for your dental care

A poster in our waiting room has Information about the cost of NHS treatment. Your dentist will advise you of the cost of any Private treatment.

Payment is required at each appointment.

You may pay for your dental care by cash, cheque, credit or debit card (Credit or debit card payments can be made over the telephone).

Exemptions

If you are exempt from NHS charges, please bring evidence of this exemption with you at all your appointments

Confidentiality Policy

We observe complete patient confidentiality at all times and comply with the 1998 Data Protection Act to maintain the security of your computerised records. All our staff has received training in our confidentiality policy.

Emergency Care

If you have a dental emergency you should telephone the practice as early as possible. Reception is open from 8.30am and appointments are released at this time each day. For dental emergencies, out of surgery hours patients should contact The Dental Direct on 01228 603900.

Your Safety

We want your visit to be as safe as possible. To this end we follow high standards of cross-infection control with state of the art disinfection and sterilisation equipment. All our staff are fully trained in health and safety and cross infection.

Patient Feedback

We are constantly striving to improve the service that we provide for our patients and we welcome all comments and suggestions. If you are unhappy with your care and treatment, please contact Kath our Practice Manager, who will deal with your complaint according to the Practice Complaints Policy.

Equally, if you have had a particularly good experience at the practice and would like to submit a testimonial, we would be delighted to hear from you.