

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.

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, tooth whitening, tooth straightening procedures Deluxe dentures and also wrinkle reducing treatments. 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.

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 contact 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.

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.

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

Confidentially 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 have received training in our confidentiality policy.

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 have had a particularly good experience at the practice, please let us know, we would love to hear about it.

Equally, if you are unhappy with your care and treatment, again please contact the Practice, so we can look into the matter and hopefully resolve any concerns.

Kath Armstrong, the Practice Manager will be happy to address any complaint according to the Practice Complaints Policy which is displayed in our reception or available on our website.

Dental Surgeons

Mrs Deborah Goodwin BDS (GDC 61168)
Mr Andrew Henderson BDS (GDC 79406)
Mrs Anna Downie BDS (GDC 113016)
Mrs Hilary Baillie-Smith BDS (GDC 69632)
Miss Emma Lavender BDS (GDC 263988)

Therapist/Hygienist

Fiona Johnstone (GDC 149939)

Clinical Dental technician

Peter O'Donnell (GDC 115171)

Support 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.

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

Providing NHS Dentistry



How to find us

We are located opposite The Swan public house on Kirkgate, in Cockermouth.



Parking

There is on-street "disc zone" parking on Kirkgate which is limited to 1 hour or on Lorton Road (limited to 2 hours). There are also Pay and Display car parks at the bottom of Kirkgate, and one just off Market Place.



Goodwin & Associates Dental Practice



PRACTICE LEAFLET

www.goodwindentalpractice.co.uk

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