

Dealing with violent or abusive patients

Please treat our staff with the respect you expect from us. Harassment of our dental team will not be tolerated.

Action may be taken by the practice owner against patients who harass the dental team, you may be de-registered from the practice.

If a person is violent or abusive to any staff member, this will be taken very seriously and will be handled by Dr Christoff Lotter. We will record the incident, report to police if needed and ask the person to leave the building.

Staff members names, qualifications and GDC numbers

Practice Manager: **Louise Roberts** NEBDN 2011

Dentist: **C J Lotter** BchD GDC 68742

Dental Nurse: **Sophie Jane Dale** NEBDN 2005 GDC 115817

Dental Nurse: **Gwenan Baines** NEBDN 2005 GDC 146972

Dental Nurse: **Georgie Battye** NEBDN 2009 GDC 204791
Extended duties in radiography

Dental Therapist: **Carys Evans** Diploma in Dental Therapy
Wales 1997 GDC 11144

Hygienist: **Robyn Clement** GDC 274469

Patient feedback

Seeking patients' views, we provide questionnaires for patients and we display findings in the waiting room and our Facebook and Instagram pages.

Practice hours

Monday to Friday: 8.00 am - 4.30 pm

If you need to cancel an appointment, please give us at least 24 hours' notice so we can offer the time to someone waiting for treatment. We may make a charge for short-notice cancellations or missed appointments.

Disabled Access

Our premises and surgeries are accessible to wheelchairs as the surgery is all on the ground level.

Emergencies

In case of an emergency during practice hours, please contact the practice immediately. We will always endeavour to see a patient in pain on the same day.

If you require emergency treatment outside surgery hours, out-of-hours provision is provided on the dental practice answerphone.

Safety

We take all necessary precautions to safeguard you and our staff. We follow recommended guidelines with regard to sterilisation of instruments and the use of disposable items, e.g. gloves and needles. We are happy to answer any questions you may have.

Comments about our service

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so we can rectify the cause for dissatisfaction and improve our service.

You can request a copy of the practice complaints procedure from Dr Christoff Lotter who will explain the procedure in detail and deal with any concerns you might have. Any complaints should be made directly to Dr Lotter.

Once a complaint is made, the practice will acknowledge the complaint within three days in writing and investigate the complaint within 30 days.

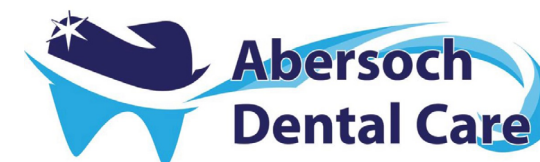
Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy.

If you have any questions about your rights or how your information is handled, please do not hesitate to contact us:

Tel: 01758 713955

Email: abersochdental@aol.com



Patient Information Leaflet

DENTAL SURGEON

Dr Christoff J Lotter

BChD General Dentistry 1992 (Stell RSA) GDC No: 68742

Special interests:

- Implantology
- Invisalign®
- Endodontics
- Orthodontics
- Aesthetics
- Anti-wrinkle treatment

Abersoch Dental Care Ltd

19 Cae Du Estate, Abersoch, Pwllheli LL53 7EN

Tel: 01758 713955

Email: abersochdental@aol.com

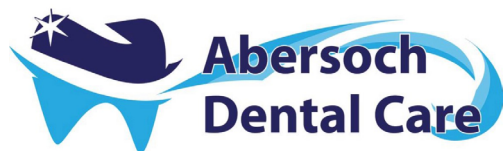
www.abersochdentalcare.com

Find us on Facebook, Instagram & Snapchat

 Abersoch Dental Care

 Abersoch Dentist

 AberDentist



Welcome

Whether you are a new or an existing patient, we would like to thank you for choosing our practice. At **Abersoch Dental Care Ltd** we provide high-quality treatment in a friendly environment. We are committed to continuing dental education and keeping abreast of the changes in modern dentistry. We encourage preventive techniques – helping you to understand how to maintain the health of your mouth and keep it free from tooth decay and gum disease.

Our modern health-promoting approach with continuing care means:

- Fewer fillings
- Less dental decay
- Less likelihood of toothache
- More attractive teeth
- More choice
- Reduced costs
- Helping to keep your own teeth for life.

Abersoch Dental Care are also regulated under the Betsi Cadwaladr University Health Board, Ysbyty Gwynedd, Penrhosgarnedd, Bangor, Gwynedd, LL57 2PW, www.bcuhb.nhs.wales, 01248 384194.

Treatments available

As well as routine and general dentistry, we provide a range of treatments that can result in helping to improve your smile, such as:

- Hygienist services – to maintain a fresher, healthier mouth, as well as advice on cleaning aids to help you with your home routine.
- Teeth whitening – for visibly whiter, brighter teeth that can go a few shades lighter.
- Teeth straightening – used to alleviate crooked, misaligned teeth to achieve a straighter smile.
- Dental implants – a permanent solution to replace missing teeth and gaps in your smile.

Children's Membership from £5.20 per month

Our Children's Membership encourages regular attendance, enabling us to spot problems before they arise, helping your child maintain healthy teeth and gums for life. Membership includes:

- 2 x dental examinations per year
- X-rays, where clinically, necessary
- 50% treatment discount (excluding cosmetic treatment)
- Eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme*



Dental care plan options

Our dental care plans encourage regular attendance, enabling us to spot problems before they arise and results in helping you maintain healthy teeth and gums for life.

Benefits include:

Reduces the risk of tooth decay and gum disease with regular attendance



Eligibility to request assistance from the Worldwide Dental Emergency Assistance Scheme*



Spreads the cost of your routine dental care through a convenient monthly Direct Debit



Exclusive discount on most treatments for our plan members only**



Saves you money compared to private pay-as-you-go fees



	DENTAL MEMBERSHIP	DENTAL MEMBERSHIP PLUS
Number of dental health examinations per year***	2	2
Number of hygiene appointments per year***	2	4
Monthly cost****	£16.14	£21.76

* Documentation relating to Practice Plan's Privacy Notice and the Scheme Handbook, which details the Scheme Rules, benefit levels and what may or may not be considered, is available to view online at <https://scheme.wdeas.co.uk/patients>

** Exclusions apply.

*** The provision of routine examinations and hygiene visits is subject to receipt of the required consecutive monthly payments.

**** An initial administration fee of £9.50 will be collected with your first payment only.

Why suffer dental disease when you can enjoy dental health for life?