

DYKE ROAD DENTAL PRACTICE

DR COLIN BUNCE BDS

## Practice Information Leaflet

Thank you for choosing Dyke Road Dental Practice as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to Sue Bunce our Practice Manager on 01273 504040 or by email [colin.bunce@hotmail.co.uk](mailto:colin.bunce@hotmail.co.uk). The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

We provide treatment on a private basis, including Cosmetic Dentistry and Adult Orthodontics. For further information on our range of services, please contact your Dentist or Sue. Please contact the practice if you would like to make an appointment at a time that is convenient for you.

### Our team

**Dr Colin Bunce BDS Bristol 1978. GDC reg 52418**

Colin is a Director of 275 Dental Limited which owns the practice.

Colin is supported by

**Sophie Dungate National Diploma in Dental Nursing 2016**

**GDC reg 263198**

and

**Sue Bunce Practice Manager and Manager of Patient Feedback.  
Secretary 275 Dental Limited**

### Opening hours

We are open during the following times:

Monday	9.00 - 1.00 and 2.00 - 5.30
Tuesday	9.00 - 1.00 and 2.00 - 5.30
Wednesday	9.00 - 1.00 and 2.00 - 5.30
Thursday	9.00 - 1.00
Friday	Closed all day

Should you have a dental emergency outside of the practice opening hours, please call the surgery 01273 504040 where a recorded message will inform you of the arrangements.. This

service is provided by nhs England, which is responsible for commissioning dental services in this area.

## **Complaints procedure**

If you have any concerns or comments about your experience of our practice, please contact Dr Colin Bunce or Practice Manager Sue Bunce on 0127 504040 or email [dykeroad@hotmail.co.uk](mailto:dykeroad@hotmail.co.uk) who will explain our complaints procedure. A copy of the procedure is also available from reception.

## **Patient confidentiality**

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

## **Methods of payment**

We accept the following methods of payment at the practice cash, cheque (made payable to 275 Dental Limited and all major credit and debit cards.

## **Other information**

Dr Bunce is a single handed Practitioner who works 3 and 1/2 days per week. If you have an emergency during the working day while our practice is closed you will be referred to our colleagues at Matlock Road Dental Practice or Dr Dickon Adams at 10 Matlock Road Brighton.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.

Unfortunately, our treatment areas cannot be accessed by wheelchair users. If you use a wheelchair, we can arrange for you to be seen at Brighton Dental Practice Dyke Road, which is fully accessible. If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 48 hours. If you cancel an appointment, on more than one occasion, we may charge you for the wasted appointment time.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

## **Our contact details**

DYKE ROAD DENTALPRACTICE 275 DYKE ROAD HOVE BN3 6PB 01273 504040 EMAIL [dykeroad@hotmail.co.uk](mailto:dykeroad@hotmail.co.uk)