

## GUIDE TO OUR SERVICES

*Creating Beautiful Smiles*



### WELCOME

The team at No1 welcome you to our practice. We hope you will find the information in this leaflet useful when visiting the practice. More information is available on our website [www.no1braces.co.uk](http://www.no1braces.co.uk) or please telephone the practice on 01332 514893 and speak to a member of our team.

This practice is a member of the BDA Good Practice Scheme. The practice is registered with the Care Quality Commission and all members of the clinical team are registered with the General Dental Council.

### OUR SERVICES

Orthodontics is a specialised branch of dentistry involved in the development and management of the teeth, jaws and face in order to produce a healthy, functional bite and to give you a winning smile.

This is a specialist orthodontic practice. Our services include

- Fixed braces - metal and ceramic (clear)
- Invisalign® or Spark aligners which are less visible and removable for cleaning
- Lingual (hidden on the inner surface) braces which are almost invisible
- Functional braces - for improving certain bites in children

We treat patients with NHS funding and private funding. For an NHS consultation you will need to be referred by your dentist. Our NHS contract is limited to patients under the age of 18 and is offered to patients subject to NHS rules and regulations

### OUR TEAM

Consultant and Specialist Orthodontists

Mrs. Anne- Marie Smith BDS (1992), MSc, FDS, MOrth, FDS Orth RCS. GDC No 68456

Mrs. Anjali Patel BDS (2000), MFDS, MSc, FDS Orth RCS. GDC No 77784

Support team: Orthodontic therapists Practice Manager, Treatment Coordinators and Dental Nurses

### YOUR FIRST APPOINTMENT

At your first visit to No1 we will speak to you to find out what concerns you about your smile. We will examine your face, teeth and jaws and if necessary take x-rays too. We will discuss your aims and treatment options.

What will happen next?

There are four main outcomes following your initial consultation

1. You are not ready for treatment and need to be seen again when you are older
2. Your dental health needs improving prior to treatment
3. You do not need treatment
4. You are ready for treatment and will either go on the NHS waiting list to start treatment or can book your appointments to start if you are funding treatment independently.

**HOW TO FIND US****Location**

No 1 is located in Micklegate Village near the main roundabout. diagonally opposite Tesco

Car Parking - we offer free on-site car parking. There is also ample on street parking.

Arrival by bus: The Micklegate Bus routes from the city centre stop close to the practice on Etwell Road and Station Road

**OPENING HOURS:**

Monday,	08.15 - 15.30
Tuesday	09.15 - 17.30
Wednesday	09.15 - 17.30
Thursday	09.00 - 15.30
Friday	08.10 - 15.30

**FOR ACUTE EMERGENCIES OUT OF NORMAL PRACTICE HOURS, PLEASE CONTACT:**

NHS patients: Please call the NHS non emergency number 111

Private patients: will be given an alternative number to contact.

**SHOULD YOU NEED TO MAKE A COMPLAINT**

We aim to make your experience at the practice enjoyable. We welcome constructive feedback, both negative and positive, as it helps us to improve. Please let us know what you think of our service so that we may deal with any concerns. If we are unable to do so to your satisfaction then please contact:

NHS England Complaints team:  
0300 311 22 33  
email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

For private patients contact:  
the Dental Complaints Service Tel: 020 8253 0800

**YOUR DETAILS AND PRIVACY**

We take patient confidentiality very seriously and all your personal information is stored securely and treated in the strictest confidence. No information will ever be released to a third party without your consent.

**USEFUL NUMBERS**

**NHS ENGLAND NORTH MIDLANDS**  
Birch House Ransom Wood Business  
Park, Southwell Road West, Rainworth  
Nottingham NG21 0HJ. Tel: 0300 3001234  
[e.derbyshirenottinghamshire-dentistry@nhs.net](mailto:e.derbyshirenottinghamshire-dentistry@nhs.net)

**CARE QUALITY COMMISSION (CQC)**  
National Customer Services Centre  
Citygate, Gallowgate,  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616172  
[www.cqc.org.uk](http://www.cqc.org.uk)



We welcome patients with disabilities and have a ground floor surgery, toilet to DDA standards and a reserved parking space. Please call the practice in advance so that we may help you at your first visit.

**We look forward to welcoming you at our practice**