

## Treatment

We aim to provide treatment and care of a high quality, tailored for each individual's personal needs, and we hope to be approachable and effective communicators. All treatment needs and options will be discussed at length, and you are always welcome to ask questions about your care. Written treatment plans and estimates are always provided where required. If we fail to meet your expectations we have an in-house complaints service, any complaints should be addressed to Victoria Gamon.

We hope that you will find our services of the highest standard; we always welcome any criticism particularly where this may help us to improve our service. There are comment slips available on reception for your use, these are reviewed regularly. All matters are dealt with in the strictest confidence, we take great care with all the Personal Data we hold, to ensure we comply with best professional practice and with the law. For a full copy of our Data Privacy Notice please ask at Reception.

For other issues please contact:

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 2233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please note any violent or abusive behaviour will result in a refusal to provide treatment and police involvement in line with NHS guidelines.

## Payments

For NHS treatment, we will ask you at each visit to confirm any exemption from NHS treatment costs, or if you are eligible to pay these charges.

The NHS Business Services Authority now check every exemption claim and are issuing a fine of £100 if you claim an exemption that you are not entitled to, in addition to the cost of the treatment.

Payments are usually staged throughout the course of treatment and will be discussed and agreed between you and your dentist. You may be asked to pay for treatment prior to booking your treatment appointment.

We accept a range of credit and debit cards in addition to cash payments. No surcharges are made for use of your card. Please note we **do not** accept cheques or American Express cards.



HETTON DENTAL PRACTICE  
**84 Station Road  
Hetton-le-Hole  
Tyne & Wear  
DH5 9JB**

**Tel: 0191 5262589**  
**[www.hettodontal.co.uk](http://www.hettodontal.co.uk)**

## INFORMATION FOR PATIENTS

Hetton Dental Practice is owned by John Gamon BDS MFDS RCS(Ed) and Victoria Gamon BSc(Hons).

There are three Associate Dental Surgeons, Clare Hindmarch BDS, Callum Rushforth BDS FDS RCPS MSc MOrth RCS(Eng) and Simon Lovel BDS(Hons) MFDS RCS(Ed) MSc MOrth RCS(Ed)

A full range of both NHS and private treatment is provided, including orthodontics and oral surgery.

We have access to the downstairs surgery for wheelchair users, and are always willing to try and accommodate anyone with either physical or mental impairment.

## Appointments

Appointments can be made with any of the dentists either by telephone or in person. Some dentists may be able to see patients sooner than others and any requests for an urgent appointment will be with whoever can see you first. If you have a preference please let us know, but be aware that this may result in a longer wait for an appointment.

Please keep to appointment times and please let us know in good time if you cannot attend so that any unwanted appointments can be reallocated. Although we do not charge for missed appointments, repeated abuse of the appointment system will lead to a refusal of future treatment and may incur additional cost.

We have urgent appointments available each day. These are on a first come, first served basis, and are prioritised to existing patients. Anyone telephoning for an urgent appointment should do so as soon as possible after 9am.

Out of hours services are provided via NHS 111, 6.30pm – 10.30pm weekdays and all weekend. To use this service please telephone 111.

## Surgery hours

*John Gamon*

Monday 9am – 12.30pm, 2pm – 6.30pm

Tuesday 9am – 1pm, 2pm – 7.00pm

Wednesday 9am – 1pm, 2pm – 5pm

Thursday 9am – 1pm, 2pm – 6pm

Friday 9am – 1.45pm

*Callum Rushforth & Simon Lovel*

Tuesdays by arrangement, 9.30am - 5pm  
(orthodontic clinic only)

*Clare Hindmarch*

Monday 9am – 12.30pm, 2pm – 5pm

Wednesday 9am – 1pm, 2pm – 5pm

*Jane Robson*

Thursday 9am – 1pm, 2pm – 6pm

## Team Members

We believe in managing patients with as much care and respect as possible. We'd like you to know who we all are and what we do.

### *Dental Surgeons:*

As already mentioned our team comprises John Gamon (*GDC No.83508*) Practice Principal, and three Associates, Clare Hindmarch (*GDC No.150801*), Callum Rushforth (*GDC No. 63854*) and Simon Lovel (*GDC No. 80602*).

John joined the team in 2004 and bought the Practice from former partners Steven Farnell & Ian Ellis in 2009.

Clare Hindmarch joined the team in January 2016. She is accepting new NHS patients. She has more than 10 years experience in General Dental Practice and has quickly become a valuable member of our team.

Callum Rushforth and Simon Lovel joined us in November 2016 and will be taking over the care of our orthodontic patients. Both are experienced Specialist Orthodontists on the GDC Specialist List.

### *Dental Hygiene & Therapy:*

Jane Robson (Dip Dent Hyg, Dip Dent Therapy) (*GDC No.185908*) is our Dental Hygienist and Therapist, appointments by referral from your dentist or directly with our reception team.

Please note that Miss Smith has now moved on to new ventures. We thank her for many years treating our patients and wish her all the best for the future.

### *Reception:*

We have two experienced part time receptionists, Beryl Wakefield & Stephanie Pearce.

Beryl has been at Hetton Dental Practice for over 25 years. Stephanie joined us in 2006.

### *Dental Nurses:*

Donna Lawton RDN (*GDC No.138741*) is an experienced nurse who joined us in 2008.

Vicky Usher RDN (*GDC No.174819*) is an experienced nurse who joined us in 2009.

Sophie Metcalfe RDN (*GDC No.243054*) is an experienced nurse who joined us in 2011.

Rebecca Robson RDN (*GDC No.180449*) is an experienced nurse who joined us in 2017.

### *Practice Manager:*

Victoria Gamon BSc(Hons) (*GDC No.243496*) is our Practice Manager. Victoria originally trained as a Speech & Language Therapist and qualified as a Dental Nurse with her NVQ Diploma in 2013.