

# The Oak Dental Practice Practice Brochure



## Welcome to the Practice

The Oak Dental Practice is owned by Dr Noel Henderson, the practice was established in Ballaghaderreen in 1999, our practice is a modern, forward looking practice which believes in continuous development of staff and services to provide the highest level of patient care. We are very much a family orientated practice and enjoy the interaction with three generations of some of our longest registered patients.!

We warmly welcome suggestions from our patients as to how we might better meet their needs.

## Type of Care

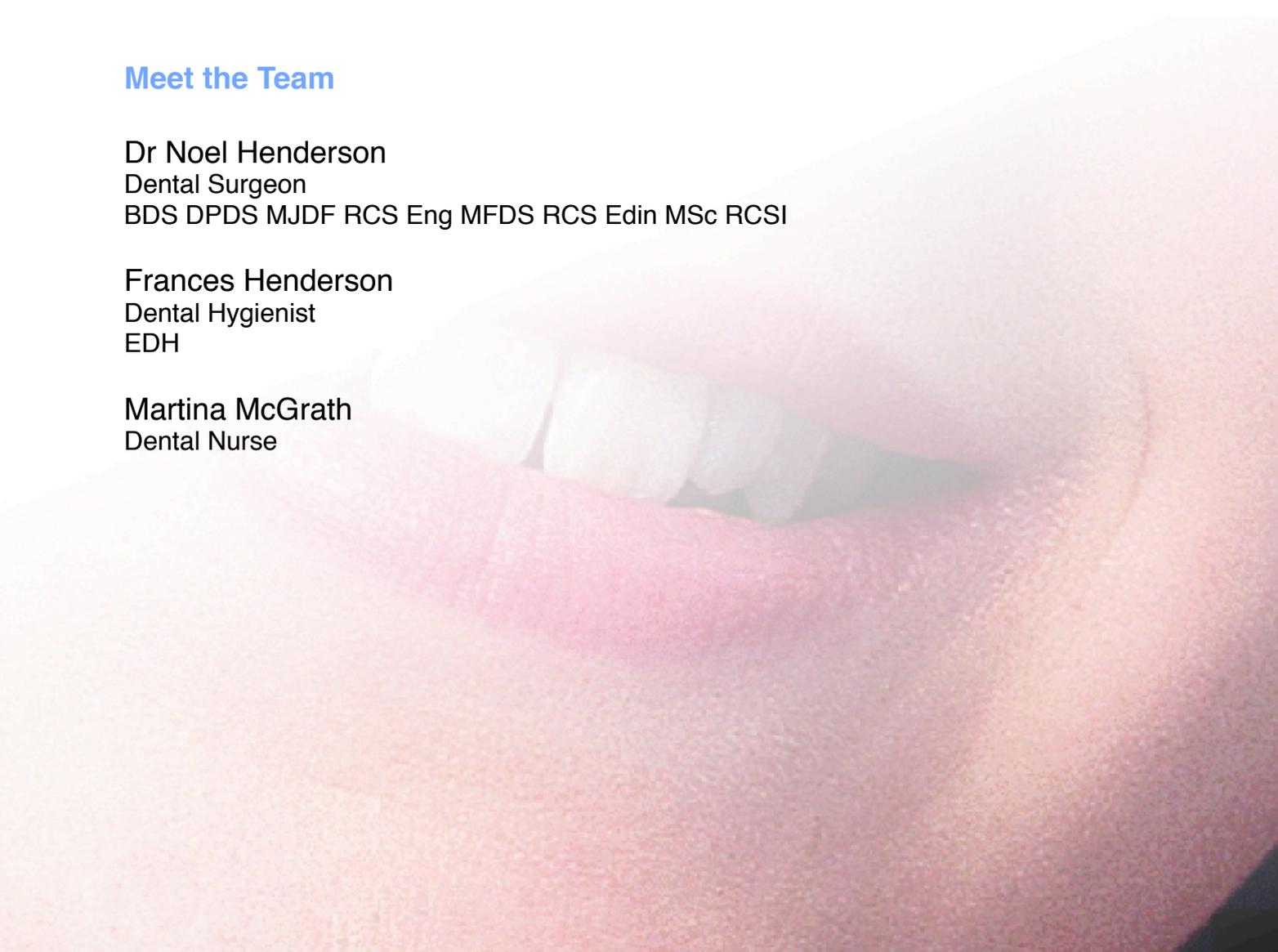
The practice is able to offer private treatment to adult and children patients, we can also provide care under the medical card scheme and PRSI scheme. Please check our website to see what treatments are available.

## Meet the Team

Dr Noel Henderson  
Dental Surgeon  
BDS DPDS MJDF RCS Eng MFDS RCS Edin MSc RCSI

Frances Henderson  
Dental Hygienist  
EDH

Martina McGrath  
Dental Nurse



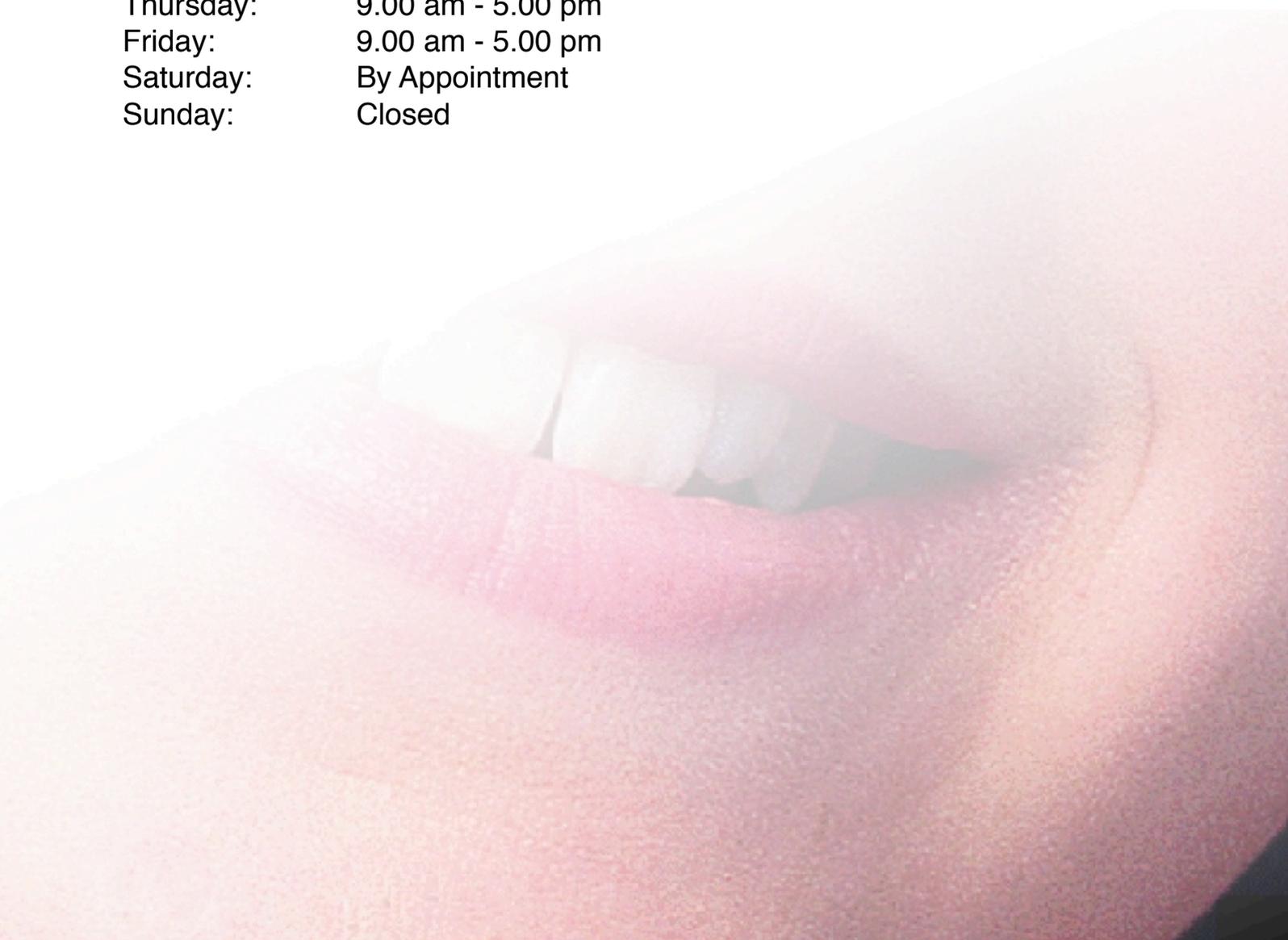
## Treatments available

In addition to routine dental care, the practice can offer the following treatments:

- Crowns, bridges and veneers
- Implant dentistry
- Dentures
- Removable Orthodontics
- Oral surgery
- Cosmetic dental services
- Hygienist services
- Dental health education

## Surgery hours

Monday:	Closed
Tuesday:	9.00 am - 5.00 pm
Wednesday:	9.00 am - 5.00 pm
Thursday:	9.00 am - 5.00 pm
Friday:	9.00 am - 5.00 pm
Saturday:	By Appointment
Sunday:	Closed



## General information

The practice employs stringent cross-infection control procedures, in keeping with the current best standards of practice. We are fully computerized and have enhanced services such as digital radiography. Please see our website for more information.

## Practice nurses

All of our dental nurses are fully qualified, one of their most important roles is to help you feel comfortable during your treatment. Please do not hesitate to ask them if they can help in any way with your care or understanding. Please feel free to talk to them about any apprehensions you may have so that they may set your mind at rest. All have received appropriate training and the advice given by them is strictly in accordance with guidelines laid down by Dr Henderson.

## Receptionists

They will be your first point of contact with the practice. They are there to help you, and to ensure that you have all the information necessary for the success of your first and subsequent visits to the practice. You can make an appointment for an initial consultation via reception, either in person or by telephone. Prior to your appointment with the dentist you will be asked to complete a confidential medical questionnaire together with a new patient questionnaire. This will help us to understand your personal requirements with regard to treatment and allow you to identify any specific areas of concern, e.g. fear of dentists, gum problems or any dissatisfaction with appearance of teeth.

## Complaints

We aim to make your visit to us as comfortable as possible. However, if you have a complaint please arrange to talk to Dr Henderson. We will listen to your concerns sympathetically and in privacy, and we will explain our complaints procedure to you. If you would prefer to speak to another member of staff to voice your concerns please feel free.

## Practice payment policy

It is our practice policy to give patients full information about the cost of their dental work before any treatment is undertaken. A list of our private fees is on display in our waiting room and available on our practice website, a written estimate and treatment plan will be provided to you once you have had your consultation.

You may pay for your dental care by cheque, cash or credit/debit card. We also offer a range of flexible payment options to allow you to spread the cost of your treatment. We try to make payment as straightforward as possible. Our normal policy is that patients are asked to pay a proportion each visit and the balance on completion of treatment. Late cancellations or missed appointments may be charged for.

## Emergencies

In an emergency please telephone the surgery before 10.00 am to be seen that day. Patients in pain will be seen as soon as possible but it may be necessary for you to wait a short while to be seen.

When the surgery is closed our answering machine will give details of our emergency arrangements, our website also offers advice. In extreme cases we can arrange to see you at the practice, in which case a callout fee is applicable.

## The Good Practice Commitment

The Oak Dental Practice operates according to the following principles:

1. We aim to provide dental care of consistently good quality for all patients.
2. We only provide care that meets your needs and wishes.
3. We aim to make your treatment as comfortable and convenient as possible.
4. We look after your general health and safety while receiving dental care.
5. We follow current guidelines on infection control.
6. We check for mouth cancer and tell you what we find.
7. We take part in continuing professional development to keep our skills and knowledge up-to-date.
8. We train all staff in practice-wide work systems and review training plans once a year.
9. We welcome feedback and deal promptly with any complaints.
10. Every member of the practice is aware of the need to work safely under Irish Dental Council guidelines.

## **Treatments**

We are able to offer the majority of types of dental treatment at the practice, thus avoiding the need for referrals and allowing patients to have all their work carried out in familiar surroundings. These include:

### **Preventive treatment**

All evidence shows that the long term health of teeth and dental implants depends upon a high standard of daily tooth cleaning. Without regular professional monitoring the level of cleaning inevitably decreases. The majority of patients with a tendency for gum problems, and those with multiple dental implants, will require regular hygienist visits. Different dental situations require different types of tooth cleaning aids. Each patient will receive a prescription for their individual requirements.

Children can benefit from preventive treatment including diet advice, application of fluoride and fissure sealants, and provision of sports mouthguards to prevent damage.

Smoking, drinking and unhealthy diets increase the risk of mouth cancer. Screening for early detection increases survival rates, as does altered habits following professional advice.

Decay can be much more readily treated and spread can be prevented if detected at an early stage.

### **Cosmetic dentistry**

People are often unhappy with the appearance of their teeth, most commonly because they are discoloured, chipped, worn, crooked or because they have unsightly gaps. The use of advanced cosmetic techniques can change all this and newer, minimally invasive technologies are available at this practice.

One such technique is the use of porcelain veneers which are thin 'fingernails' of porcelain bonded to the outer surfaces of teeth. Veneers are strong and very natural looking and can significantly improve the colour, shape and alignment of teeth.

## **Tooth whitening**

If your teeth are discoloured and yellow from ageing or stained from coffee, red wine and smoking, then tooth whitening is able to rejuvenate your dental appearance without the need for more expensive crowns and veneers. Tooth whitening works by applying a safe and specially formulated peroxide gel to the teeth, either as a one visit stage at the surgery, or as a home procedure over a period of a week.

## **Implants**

Dental implants have revolutionised the world of dentistry, they usually offer the best way of replacing missing teeth because they are stronger than teeth and avoid dental treatment to other neighbouring natural teeth. The titanium screws are placed under normal local anaesthetic via 'key-hole' surgery. Several months later, pillars are attached and crowns and bridges are fitted in the usual manner. Dental implants can be used to replace a missing single tooth, to support bridges when several teeth are missing and to provide the anchors to support whole rows of fixed upper or lower teeth. Although our patients are usually undergoing treatment to return to fixed teeth, they can also be used as anchors for loose dentures. Dr Henderson is completing a certificate in Implantology at the Northumberland Institute of Dental Medicine in Dublin.

## **Orthodontics**

Orthodontics is a specialized branch of dentistry concerned with the treatment and improvement of crooked or crowded teeth and bite abnormalities. Its aim is to provide an attractive smile and a healthy and comfortable bite.

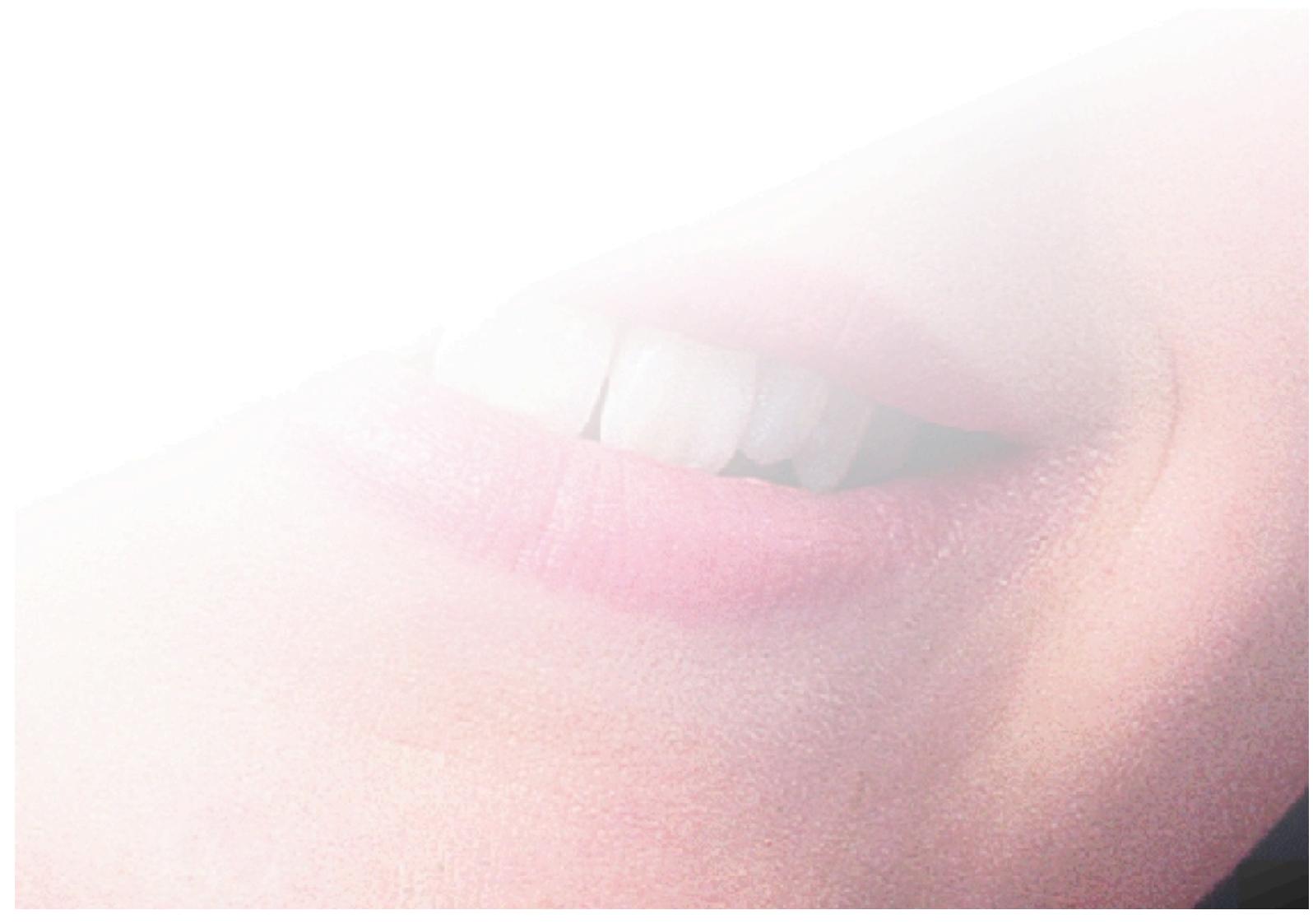
People of all ages can benefit from orthodontic treatment. An attractive smile with well-aligned and healthy teeth can be achieved at any age. Fixed appliances are the most commonly used braces today, because they allow accurate positioning of the teeth. Other types of braces are also available that can straighten your teeth, sometimes without people knowing you are wearing a brace.

We can provide certain orthodontic treatments, and for those we cannot provide we can arrange an appointment with a local orthodontist.

## Promises and expectations

We appreciate your commitment to:

1. Treat all staff with the courtesy and respect that you would expect from us.
2. Arrive on time for your appointments.
3. Attend regular examinations for preventative treatment as recommended by your dentist or hygienist.
4. Follow the advice given to you by your dentist or hygienist.
5. Pay promptly for any treatment provided.
6. Let us know as soon as possible if you are unable to attend your appointment.
7. Talk to us about any aspect of your experience you feel unhappy with so that we can address your concerns.
8. Help our practice grow by recommending us to your family, friends and colleagues.



## Contact Us

**Telephone 09498 60 000**

Tuesday and Friday are normally very busy days so if we cannot answer your phone call straight away please be patient, or leave a message on our answering machine and we will return your call.

**Email [noelhenderson@mac.com](mailto:noelhenderson@mac.com)**

**website [www.noelhenderson.net](http://www.noelhenderson.net)**

**The Oak Dental Practice  
St Johns Terrace  
Ballaghaderreen  
County Roscommon**

**Sat-Nav Co-ordinates  
53° 54' 2" N 8° 35' 0" W**

There is ample free parking for our surgery.

