



PATIENT INFORMATION

Welcome to our mixed NHS and private dental practice.

01704 573 466

**26 Station Road, Ainsdale
Southport, PR8 3HS**

enquiries@thevillagedentalpractice.co.uk
www.thevillagedentalpractice.co.uk

Opening hours

Monday	8.30am–5.30pm
Tuesday	8.30am–5pm
Wednesday	8.30am–7pm
Thursday	8.30am–7pm
Friday	8.30am–4pm
Saturday and Sunday	closed.

Check holiday opening with reception.
Ainsdale is our only practice location.
We do not use a fax number.

Meet your clinical team

Paul Smith BDS; MJDF

Principal dentist | GDC 85795

Matthew Tushingham BDS; MSc

Associate dentist | GDC 85347

Kieran Williams BDS

Associate dentist | GDC 277990

Benjamin Sargent BDS

Associate dentist | GDC 296491

Zakkar Malik BDS

Associate dentist | GDC 318045

Victoria Dawson BDS

Associate dentist | GDC 327768

Keve McNeil BDS

Associate dentist | GDC 310002

Olivia Vaughan BDS

Associate dentist | GDC 319691

Ameir Wafaei BDS

Foundation dentist | GDC 337722

BDS: Bachelor of Dental Surgery. MSc: Master of Science.

MJDF: Membership of the Joint Dental Faculties.

Hygiene therapists

Amy Griffiths | GDC 159872

Emma Galantini | GDC 174026

Training Practice

We support dental foundation training. Foundation dentists are qualified dentists undertaking further supervised development.

You may express a preference for a clinician when booking.
We will try to accommodate it and explain any unavailability.
Registration can be checked at www.gdc-uk.org.

Your care and choices

Services and treatment plans

NHS care includes clinically necessary assessment and treatment within our contract, subject to availability. Private options include general and hygiene care, implants, clear aligners and whitening. Ask reception about NHS availability, private care and Denplan.

Your dentist explains the options, risks, benefits and costs, including no treatment. You receive a written plan and estimate identifying NHS and private care. Changes will be discussed and the plan updated. You can ask questions, decline treatment or withdraw consent.

For referrals, we explain why, where you are being referred and known charges. Ask about payment arrangements, Denplan cover or help with NHS charges before treatment.

Price lists

Price lists are in the Patient Information Folder. Scan the QR code for our website fee list.



thevillagedentalpractice.co.uk/pricing-fees/

Privacy and records

Clinical and authorised administrative staff access information needed for care and its administration. Necessary information may be shared lawfully with healthcare providers, laboratories and NHS bodies. We explain relevant sharing and referrals.

You can request access to records, corrections, or discuss preferences and objections to disclosure. Some disclosure is required by law. Ask reception for our privacy notice or visit: thevillagedentalpractice.co.uk/privacy-policy/

Planning your visit

Appointments and access

Call or email to book, change or cancel appointments. The website contact form cannot handle changes or cancellations. We have step-free wheelchair access and an accessible toilet.

Tell us about disability, mobility, language or communication needs when booking. We will discuss reasonable adjustments, accessible information and interpreting support. Please ask for this leaflet in another format.

Urgent dental care

Urgent appointments are available each day we are open. Call 01704 573 466 early so we can assess your needs and arrange an appointment.

Outside opening hours, or if you cannot reach a dentist, call NHS 111 or visit 111.nhs.uk for urgent dental help.

New patients should contact the practice directly. Urgent appointments are available daily during our opening days.

Call 999 or go to A&E for serious facial/jaw injuries, mouth bleeding that will not stop, or severe swelling affecting breathing or swallowing.

Keeping appointments

Tell us promptly if you cannot attend. After two missed appointments, our policy is that no further appointments will be offered. We do not charge for missed NHS visits; any balance owed for prepaid treatment not provided will be refunded.

Respect and safety

Bring your medication list and tell us about allergies and health changes. We have zero tolerance of violence, threats and abuse towards staff or patients. Breaches result in removal from the practice in accordance with applicable NHS contractual requirements.

Feedback and complaints

You can complain to any team member in person, by phone, email or letter. You do not need to complain informally first. Raising a concern will not affect your care.

Your contacts

Joanne Rimmer, Practice Manager

GDC 222983

Paul Smith, Principal Dentist

GDC 85795

01704 573 466

enquiries@thevillagedentalpractice.co.uk

26 Station Road, Ainsdale, Southport, PR8 3HS

Tell us what happened, when and the outcome you would like. We can help record a verbal complaint. Someone can act for you with appropriate consent or authority. Ask for accessible information, interpreting or other support.

What happens next

We acknowledge formal complaints within 2 working days and aim to reply in writing within 10 working days. We discuss the handling and response time with you. If delayed, we explain why, give a revised timescale and update you at least every 10 days.

We explain our findings, any apology or remedy, and improvements. Complaints are recorded separately from clinical records. You can request review by a senior team member not directly involved.

Please complain promptly, normally within 12 months of the event or awareness of it. Later NHS complaints can be considered if there is good reason for delay and a fair investigation remains possible.

Our full procedure is available on paper and at: thevillagedentalpractice.co.uk/complaints-and-feedback/

Independent help

NHS treatment

Complain to us or NHS Cheshire and Merseyside ICB, rather than both about the same matter. The ICB can signpost free independent NHS complaints advocacy.

Patient Advice and Complaints Team

0800 132 996

No 1 Lakeside, 920 Centre Park Square, Warrington, WA1 1QY

cheshireandmerseyside.nhs.uk/contact/complaints/

After the NHS local complaints process, unresolved complaints can go to the Parliamentary and Health Service Ombudsman: 0345 015 4033 www.ombudsman.org.uk

Private and Denplan treatment

Unresolved private complaints: Dental Complaints Service, 020 8253 0800; dcs.gdc-uk.org; Fifty Paddington, 50 Eastbourne Terrace, London, W2 6LG. Its usual limit is 12 months from treatment or awareness of the issue.

Denplan: Clinical Mediation Service, 0800 169 7220 clinicalmediationservice@denplan.co.uk
Dental-plan complaints need a plan-provider referral to the Dental Complaints Service.

GDC handles serious fitness-to-practise concerns, not routine appeals. CQC uses service feedback, but does not resolve individual complaints. Safety concerns can be raised at any time: www.gdc-uk.org | www.cqc.org.uk

Company information

NHS contract holder: The Village Dental & Implant Practice Ltd. Directors: Paul Smith and Sarah Smith. No separate chief executive or company secretary.

Registered office: C/O Mcivers, The Whitehouse Wilderspool Business Park, Greenalls Avenue, Warrington, United Kingdom, WA4 6HL.

