

flossbar

PRACTICE INFORMATION

At FLOSSBAR our aim is to provide quality care in a relaxed and friendly environment.

Thank you for choosing FLOSSBAR as your oral hygiene and tooth whitening provider.

This leaflet is here to tell you all about our practice.

Should you have any further questions, please contact Linda Thomson, our receptionist, at info@flossbar.co.uk or call 01292501781.

We will ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

OUR TEAM

Dentist

WS Thomson BDS (Glas), GDC No 52178 (male) practice owner.

Dental Therapist

Shannon Willis GDC No. 263345 (female)

Dental nurse

Sara Thomson GDC No. 283260 (female)

Practice manager

Linda Thomson

Surgery Hours

Mon	09.00 – 18.00
Tue	09.00 – 18.00
Wed	09.00 – 17.00
Thu	09.00 – 18.00
Fri	closed
Sat	Once a month 09.00-16.00

Missed Appointments/cancellations

Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if patients cancel with less than 24 hours' notice or do not attend an appointment, then a charge will be made. We will of course take any special circumstances into account.

Contact

FLOSSBAR
82a Portland Street
Troon
KA106QU

Email. info@flossbar.co.uk
Web www.FLOSSBAR.co.uk

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health.

Dental Services

FLOSSBAR is a direct access hygienist clinic providing oral hygiene services and tooth whitening.

FLOSSBAR only delivers treatment on a private fee basis.

At Your First Visit

Medical History

We will ask you to complete a form providing details about your health. This is confidential. This ensures that we can provide you with the most appropriate treatment.

Examination

The hygienist will thoroughly examine you and routinely will give you a head, neck, and oral cancer check. A record of your gum health will be recorded. They will discuss with you the treatment required and answer any questions you may have. If you want tooth whitening the dentist will see you at a subsequent visit with a view to assessing your suitability, expectations, and possible outcomes. Treatment options will be discussed, risks, benefits and costs explained.

Our receptionist will provide you with a written estimate of treatment costs if requested.

Payment

We request that treatment is paid for at each visit. We accept the following methods of payment: Cash, debit card, Mastercard, Visa

Complaints procedure

We aim to make your experience at the practice as pleasant as possible. However, should you have any complaints or comments, please contact Linda Thomson, practice manager at the clinic, who will be able to deal with your complaint and talk you through our procedure.

Alternatively, you can pick up a copy of the complaints procedure from reception.

Patient confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. To see a copy of our confidentiality policy or if you would like information regarding your rights to view your patient records, please contact reception.

Other information

You can express a preference about which hygienist you will see. We will make all reasonable efforts to ensure that the request is met, but this is not always possible

English is the only language spoken at the practice. We advise you to supply or be accompanied by your own translator.

We endeavour to see all patients. Our practice has been designed so patients with disabilities can access care. 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 accommodate your needs.

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