

## Welcome to Garston Lodge Dental Practice.

We are a suburban family practice that has been established for over 20 years catering for the entire family. Our friendly and experienced team will strive to make your visit a pleasant one.

Our practice is proud to have been awarded the British Dental Association **Good Practice Scheme** award.

We follow current guidelines on infection control and are compliant with the Department of Health HTM 01-05 Essential Practice. **We welcome patients to ask about our infection control and are always keen to show how we perform and maintain our high standards.**

We aim to provide dental care of consistently good quality for all our patients.

As all treatment is specific to each individual patient, options and costs will be discussed at the time of appointment.

We take great care in making our patients feel confident and comfortable during their visit and try to overcome any phobias.

### Meet the team.

#### Dr Alan Hirschowitz BDSC (wits) GDC 69086

Alan qualified in 1992 earning his degree from the University of Witwatersrand in Johannesburg, South Africa. He is a principal of Garston Lodge Dental Practice and has worked at the practice since September 1999.

Alan enjoys all aspects of dentistry especially cosmetic dentistry; Alan also works with extremely nervous and dentally phobic patients.

#### Dr Tania Ross BDS GDC 74813

Tania qualified in 1998 from the University of Dundee. She joined Garston Lodge Dental Practice in 1999. In 2001 Tania and her two partners became principals. Tania particularly enjoys cosmetic, restorative, prosthetic and paediatric dentistry.

#### Dr Hilton Videlefsky BDS GDC 64108

Hilton qualified in 1988 at Witwatersrand University in South Africa. He began working at Garston Lodge Dental practice in 1995 and is now one of the principal dentists. Hilton has a special interest in crown and bridges and prosthetic dentistry.

#### Dr Spencer Richman BDS GDC 103457

Spencer qualified from Manchester University in 2002 and has been working as an associate dentist at Garston Lodge Dental Practice since 2010. Spencer has a special interest in endodontics and prosthodontics. Spencer holds a post graduate qualification and is a member of the MFGDP.

#### Dr Bhavik Sonigra BDS GDC 212277

#### Practice Administrator – Mrs Michelle O'Regan

#### Hygienists

**Mrs Lurline Thomas RDH GDC 2796**

**Miss Carly Saunders RDH GDC 195831**

**Mrs Donna Richards RDH GDC 4224**

Our Hygienists work alongside the dentist to provide care tailored to your needs to treat and maintain the oral health of your teeth and gums.

#### **Opening hours:**

We are open five days a week;

**Monday -9am-7.30pm**

**Tuesday – 8am-4pm**

**Wednesday – 9am-5.45pm**

**Thursday – 9am-5.45pm**

**Friday – 8am-4pm**

Appointments after 5.30 on a Monday and before 9am on a Tuesday and Friday are reserved for private treatment .

## Complaints

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way. Please contact the practice either verbally or in writing.

## Confidentiality

At Garston Lodge Dental Practice, the need for the strict confidentiality of personal information about patients is taken very seriously. We have a policy for maintaining confidentiality and all members of the practice team must comply with these safeguards as part of their contract of employment or contract for services with the practice.

## Children at Garston Lodge.

We encourage children to get into the routine of visiting the dentist from an early age and educate them on the importance of good oral health. We take pride in seeing those children grow into adults with good dental health.

## General Information.

### 0% Patient credit facilities.

We offer our patients 0% financing payment plans (subject to status and approval) This can be a much more affordable alternative to traditional payment options. For more information please ask a member of the team.

### Garston Lodge Dental Plan.

We have in place a monthly dental plan which members are eligible for a number of benefits including discounts and offers all for a convenient monthly direct debit. Ask a member of the team for more information

### .Cancellation Policy

There may be a fee incurred for private appointments cancelled within 48 hours.

### Emergency appointments.

We aim to offer emergency appointments within 24 hours. Please call us as early as possible.

### Out of hours

Please call **01923 662766** and listen to our answer phone message for instructions for the out of hours service. Alternatively please call **NHS Direct on 111**

### Practice website.

For more information regarding any of the services with which we provide plus details of current offers, promotions and details of treatments log on to;

[www.garstonlodgedentalpractice.co.uk](http://www.garstonlodgedentalpractice.co.uk)

### NHS Services

It is your right as a patient to choose which treatment option is more suitable for you. Your dentist will give you all necessary and available NHS and Private treatment options and you will be able to make your informed decision. The services available on the NHS are available on request along with the name and address of NHS England for your area.

### Cosmetic Dentistry.

We offer a wide range of cosmetic dental treatments including crowns, bridgework, tooth coloured fillings, veneers and tooth whitening.

### Preventative Dentistry.

Preventative dentistry is the way forward in reducing the amount of dental treatment necessary to maintain good oral health. We strongly encourage all our patients to comply with the homecare recommendations requested from your practitioner as this enables us to provide you with the treatment and support necessary to maintain your health and wellbeing.

**practiceplan**

**medenta**  
putting business into practice



**“A visit to the dentist is not what it used to be!”**

### **Dental Surgeons**

**Dr Tania Ross** BDS. Qualified 1998. GDC 74813

**Dr Alan Hirschowitz** BDS. Qualified 1992. GDC 69086

**Dr Hilton Videlefsky** BDS. Qualified 1988. GDC 64108

### **And Associates**

**Dr Spencer Richman** BDS. Qualified 2002. GDC 80497

**Dr Bhavik Sonigra** BDS 212277

### **Garston Lodge Dental Practice**

26 Garston Lane

Garston

Watford

Hertfordshire

WD25 9QL

**01923 662766**

[www.garstonlodgedentalpractice.co.uk](http://www.garstonlodgedentalpractice.co.uk)

Info@garstonlodge.co.uk