

Abbey Orthodontics

beautiful smiles, confident people

WELCOME TO OUR PRACTICE

OUR VISION

Our vision is to provide excellent quality orthodontics within a warm caring, friendly practice.

Through good communication, honest and supportive teamwork from the very first visit, our enthusiasm and positive attitude shows how committed we are to making the patients treatment a rewarding experience.

Our patients are always the first priority. In a calm, efficient environment, we ensure that everyone gains not only the perfect smile, and all the confidence that brings, but are also empowered with the skills they need to maintain that beautiful smile for life.

Beautiful smiles, confident people



Miriam

Elizabeth Weeks

Lindsey

Sally

Nicola

Elizabeth Weeks BDS FDSRCPs MSc MOrthRCS GDC no 63477, graduated as a dentist in 1988 and then went on to gain her specialist orthodontic qualifications.

Sally Broomfield, is the Practice Manager and you will find her on reception.

The nurses at Abbey Orthodontics are all qualified dental nurses, trained in orthodontics and dental radiography. They also have extended roles within the practice.

Nicola Bibby RDN GDC no 148271, is our New Patient Advisor and welcomes all new patients to the practice.

Lindsey Dudley RDN GDC no 127713, she is our Radiation Protection Supervisor, ensuring the safety of all in the practice.

Miriam Launchbury-Clark RDN GDC no 122443, is our Oral health Educator, She helps our patients ensure that they keep good oral health throughout their treatment and afterwards.

All the staff at Abbey are highly qualified in each of the roles they perform. They are committed to providing the best treatment, encouraging and supporting you throughout your time at the practice.

YOUR FIRST VISIT

Nicola Bibby, our New Patient Advisor will be ready to greet you at your first visit. During an initial chat with Nicola she will ask you what most concerns you about your teeth. Elizabeth Weeks, our Orthodontist, will then carry out an examination and will inform you as to which Orthodontic treatment would give you your perfect smile using the most appropriate orthodontic system for your needs, lifestyle and budget.

PRIVATE TREATMENT

We offer a wide range of orthodontic treatments to suit patient's individual requirements, these include;

- **Invisalign,**
- **InvisalignTeen**
- **Glam** cosmetic fixed braces
- metal fixed braces
- Removable appliances are available in different colours and patterns.

PAYMENT OPTIONS

Payment in full at the start of treatment

0% interest when payment made over 12 months or variable repayment terms of 12.9% interest through Chrysalis medical finance.

Please ask at reception for further details

NHS TREATMENT

NHS treatment is available at this practice for qualifying patients who are under 18 and have been referred for Orthodontic treatment by their dentist through the central referral system.



APPOINTMENTS

When you make an appointment, we will offer you one as soon as possible. You can make an appointment by phoning the practice 01794 519589 or via email info@abbeyorthodontics.co.uk

If you need to cancel an appointment please give 24 hours notice so that we can offer the appointment to someone else. A charge may apply for missed appointments.

PRACTICE HOURS

(By appointment only)

Monday – Thursday 9am – 5.30 pm

Friday 9am – 1pm

We are closed between 1 and 2pm

Friday afternoon appointments are by arrangement.



EMERGENCY TREATMENT

If you have an emergency during practice hours please contact us and we will make every effort to see you as soon as possible.

During periods of annual leave or sickness we will arrange for any emergencies to be seen by our covering orthodontists. Which could involve travelling to Fareham, Eastleigh or North Baddesley.

If you have an emergency out of practice hours, we operate a telephone answering service with relevant instructions. (Tel. No. 01794 519589).

HEALTH AND SAFETY

We would like to reassure patients that all precautions are taken to safeguard both patients and staff against cross-infection. We maintain high standards of sterilisation and use disposable items wherever possible. We keep up to date with Health and Safety legislation.

CONFIDENTIALITY

Patient confidentiality is taken very seriously at Abbey Orthodontics. If for any reason disclosure of any such information is required then permission will be sought from the patient.

PRACTICE COMPLAINTS PROCEDURE

We operate a customer complaints procedure in accordance with National Guidelines. For the details of the complaints procedure go to our website www.abbeyorthodontics.co.uk

ABUSIVE BEHAVIOUR POLICY

We do not believe that our staff should be subjected to verbal or physical abuse. This behaviour will not be tolerated and as a result treatment may be suspended.

ACCESS

Due to the architecture of our building, access may be limited for patients with difficulty climbing stairs. If you would like to discuss your individual circumstances, please contact us.

WHERE CAN YOU FIND US?

Our address is:

82, The Hundred, Romsey, Hants. SO51 8BX

Romsey is easily accessible by car, bus or train and our practice is easy to find. We can send you a map by post or you can download one directly from our website.

Parking is available within the pay and display town centre car parks. Please note there is no parking available on the practice premises.

OUR TELEPHONE NUMBER AND WEBSITE

ADDRESS ARE:

01794 519589

www.abbeyorthodontics.co.uk