



PRACTICE INFORMATION

This practice leaflet outlines our principal services and facilities.
Should you have any further questions please do not hesitate to
speak to a member of our team who will be happy to assist.



11 Chester Rd, Poynton, Cheshire SK12 1EU

Tel: 01625 876900

Email: info@chesterroaddentalcare.co.uk

www.chesterroaddentalcare.co.uk

Opening Hours: Monday/Tuesday 8am - 5pm

Wednesday/Thursday/ Friday 9am - 5pm

Saturday 9am - 1pm Sunday closed

Our Practice

At Chester Road Dental Care our aim is to provide the highest standard of evidence based dentistry in a professional, relaxed and family friendly environment. With a key focus on prevention our dental team are keen to support you to make informed decisions about your dental health.

Chester Road Dental Care was originally established in the 1940's before being taken over by Eric Truesdale in the 1970's.

Dr Lisa-Marie Kitchen graduated from The University of Manchester in 2009. She first started working at Chester Road Dental Care in 2010, later going on to own the practice when Eric retired in 2011. Since this time the practice has grown and cemented its outstanding reputation both locally and further afield retaining patients who have moved significant distances. Lisa-Marie is keen to participate within the local community, and over the years has forged close relationships with many of the local nurseries, schools and care homes.

In 2021 with the expansion of Chester Road Dental Care progressing Lisa-Marie looked to fellow Poynton High School graduate Dr Ella Woodward to become part of our team. Ella qualified from Peninsula College of Medicine and Dentistry (Plymouth & Exeter) in 2014. She started her dental journey prior to this qualifying from The University of Manchester as a dental technician. She is a local girl originating from Bollington. Since completing University she has moved back to Cheshire to raise her young family.

Dr John Young joined our team in 2022. John graduated from the Peninsula College of Medicine and Dentistry (Plymouth & Exeter) with Honours in 2014. Since graduating he has worked as a Senior House Officer in Oral and Maxillofacial Surgery at Gloucester Royal Hospital prior to returning to general dentistry since 2016. John is a member of the Royal College of Surgeons and the Faculty of General Dental Practitioners since completing their membership examinations, gaining the MJDF postgraduate qualification in 2017. Since then, he has completed a further postgraduate qualification in Dental Education from the University of Bedfordshire, which he used to be part of the national Dental Foundation Training program as a mentor for newly qualified dentists from 2019-2021. John has a special interest in Oral Surgery and completed his Postgraduate Diploma in Oral Surgery in 2023 which allows him to provide more complex dental extractions and surgical procedures. He is keen on completing continuing professional development and keeping his training current. He has completed training in dental sedation for anxious patients and anti-snoring devices.

Away from dentistry we also have a normal life! We enjoy spending time with our family and friends, without whom our lives would not be complete.

Meet Our Team

Our experienced and enthusiastic team genuinely love what they do and are committed to forging long term partnerships with all our patients. All members of staff are able to fully explain any proposed treatment or discuss any concerns you may have, and we are keen to ensure you are involved in all decisions about your dental care.

Dr Lisa-Marie Kitchen

BDS (Manc)

GDC: 178400, England, UK

Principal Dentist/NHS Contract Holder

Dr John Young

BDS (PCMD) BSc (Hons)

GDC: 251999, England, UK

Associate Dentist

Dr Ella Woodward

BDS (PCMD) BSc (Hons)

GDC: 251888, England, UK

Associate Dentist

Lisa Williamson GDC: 127193, England, UK

Practice Manager/Registered Dental Nurse

Ali Rogers GDC: 113330, England, UK

Registered Dental Nurse

Amanda Tandy GDC: 146670, England, UK

Registered Dental Nurse

Ella Yarwood GDC: 161233, England, UK

Registered Dental Nurse

Hayley Cooper GDC: 157509, England, UK

Registered Dental Nurse

Jacqui Martin

Receptionist/Decontamination Assistant



All our dentists and nurses are registered with the General Dental Council and regularly undertake Continuing Professional Development courses to stay up



to date with current techniques and advances in Dentistry. You may express a preference to which dentist you would prefer to see and we will make every effort to ensure we comply with your request.

Care at the Practice

Please ask reception about our dental care plans

All new patients are offered care on a private basis, with children normally seen under the NHS. Information on private charges is available at reception. Payment is due on the day of treatment, and patients returning for further treatment will be given a written treatment plan detailing their recommended treatment and associated costs.

Our practice philosophy is to promote good oral health & hygiene, with an emphasis on preventative care and minimal invasive dentistry. We feel rather than multiple fillings, which can lead to root canal treatment and crowns, it is infinitely better to instil in patients the importance of good cleaning and a suitable diet. For this reason we would recommend seeing patients from as young as 12 months old, discussing with mum or dad what to encourage and what to avoid.

We routinely use disclosing solution on all adult and child patients to highlight areas of concern before they lead to fillings or extraction. Working in partnership, with a commitment from you, good tooth brushing, a sensible diet and high quality dental care; it is possible to reduce the need for more costly treatments.

We will always explain treatment options in an easy to understand way giving you all the information you need to make an informed choice. We place a heavy emphasis on prevention and education, as better informed patients will make better dental decisions. So whether you are a new patient or have been visiting us for many years we look forward to giving you a smile to be proud of.

We understand not everybody enjoys a visit to the dentist and therefore our aim is to make your visit as easy and pleasurable as possible. Appointments are arranged to help us spend time getting to know you and listen to all the things that may concern you about your dental health. This means we can show you how easy and comfortable dentistry can be.

We will guide you through the patient journey fully explaining at every stage to ensure we maintain our high standards and provide you with the exceptional results which we have built our established local reputation on.

If there is anything we can do to make your visit more enjoyable, please do not hesitate to ask, and our staff will do their best to accommodate.

Additional Services

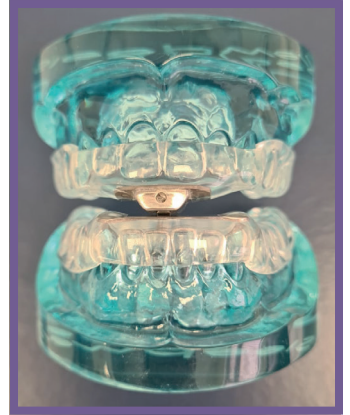
Tooth Whitening

Professional tooth whitening is offered at Chester Road Dental Care using quality products. Providing that you are dentally fit and have had a recent dental examination we take impressions of your teeth to make custom-fit tooth whitening trays for the application of the tooth whitening product. As part of the service you will be provided with an initial consultation, full tooth whitening kit including tooth whitening trays, whitening tray case and 4 tubes of tooth whitening solution and follow up assessment to review progress. For more details please speak to one of our team about your suitability for dental whitening.



Snoring Appliances

We now offer a range of different clinically-proven anti-snoring devices for our patients. Dr John Young is trained to provide the Sleepwell Device and other oral appliances to treat snoring. Initial assessment is required to assess suitability prior to providing sleep advice and if suitable a tailor-made appliance being made by the specialist trained laboratory. The Sleepwell Device is a two-piece appliance that has a soft inner liner to provide ultimate comfort.



IV Sedation



We are aware many people are anxious when it comes to dental procedures. At Chester Road Dental Care we work closely with experienced dental seditionists in order to provide intravenous (IV) sedation to our patients. Dr John is sedation trained and undergoes regular training to maintain his qualifications. We are able to utilise both simple and more advanced sedation skills depending on your level of anxiety and the amount of treatment required. Feedback from patient who have already experiences our sedation service is positive.

Patient Confidentiality

Chester Road Dental Care takes patient confidentiality extremely seriously and has a strict policy in place. If you wish to see a copy of this policy please ask at reception. Patient records are kept in line with Data Protection Act requirements. All personal information is treated in the strictest confidence and relevant members of staff have access only when required. All patient records are stored securely to ensure information is only accessed as part of your treatment.

Your Patient information is available for you to see on written request according to the Freedom of Information Act 2000. Patient information will never be released to a third party without your express permission.



Feedback & Complaints

We want you to be entirely satisfied with your treatment and care. We have a 'Comments Box' and 'Comments Book' in the waiting room for suggestions, comments and compliments about our service. On occasion our team may ask you to complete a patient satisfaction survey or NHS FFT (Friends & Family Test) and we welcome your reviews on Google or social media. If for any reason you are not satisfied with your care or the services provided by our practice please talk to our practice manager, Lisa Williamson, who will deal with any complaint according to our complaints procedure. Alternatively please put your concerns in writing to Dr Lisa-Marie Kitchen.

The practice will not tolerate abusive, threatening, or violent behaviour towards any member of staff, in accordance with our practice policy and NHS contract.

Disabled Access

We endeavour to see all patients where possible and aim for those with disabilities to be able to access our care. We have hand rails and small steps at the front door. Please explain your needs to our reception staff and we will make every effort to accommodate you. Currently our WC facilities are located upstairs so please make arrangements prior to your appointment.

Emergency

We make every effort to see all regular patients for emergency care as soon as possible, usually the same day. Outside normal hours patients seeking urgent emergency dental care or advice should either ring the surgery on 01625 876900 for further instructions, or ring the NHS 111 service by dialling 111 which is free from a landline or mobile or via their website www.111.nhs.uk.

Other Information

We have state-of-the-art Practice Management Software to facilitate efficient patient care and record keeping. All appointments are confirmed in writing, by telephone, text message, or email prior to the day of your appointment. Please make our reception staff aware of your preferred method of contact and advise us of any changes in your address, telephone numbers or email so we can ensure your records are up to date. For those who are happy to be reminded by text message it would be helpful if you would let us have your mobile number.

We will ask you about your medical history including any medications you may be taking. Please make a note of these, or bring a copy of your current prescription to each appointment, as up to date information on medications is important to your dental treatment. All information disclosed remains strictly confidential.



Missed appointments or late notice cancellations wastes time and resources which are needed for other patients. We need to know if you are unable to attend your appointment as soon as possible so we can reschedule to a more convenient time to you and to give us the opportunity to fill your space with someone else requiring our appointments.

If you cancel on the day before, or on the day of your allocated appointment there will be a £35 cancellation fee. (Please note: for Monday appointments cancellations must be before 10am on Friday). Late cancellation of an NHS appointment may result in the loss of an NHS place at the practice. Missed appointments will incur a charge towards surgery costs at a minimum of £35 per appointment. Failure to attend an NHS appointment will likely result in the loss of an NHS place at the practice.

We understand if you are ill or suddenly have an unexpected serious / urgent matter to attend to instead. Therefore, where we can discretion and fairness are used, and the charge will not always apply. We just ask that you inform us as soon as you know so it is fair to all parties.



Where to find us



We are located on Chester Road in Poynton, within 200 metres of St George's Church.

There is limited parking available at the practice. There are car parks in the village centre; we suggest you leave plenty of time to ensure appointments are not delayed.



Care Quality Commission

Our practice is registered with the Care Quality Commission (CQC), a regulatory body which ensures healthcare services meet government standards.

Details of our registration can be obtained from the CQC or checked on their website:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone 03000 616161
Website: www.cqc.org.uk

NHS England

Information about local NHS services can be obtained from:

NHS Cheshire and Merseyside
Integrated Care Board (ICB)

No 1 Lakeside
920 Centre Park
Warrington
WA1 1QY

Telephone: 0800 132 996

Email: enquiries@cheshireandmerseyside.nhs.uk

Website: www.cheshireandmerseyside.nhs.uk/contact/complaints/