



**Horbury Dental**  
care & implant clinic

MAKING YOU SMILE FOR

OVER

**75 YEARS**

EST.



1944

Celebrating 5 Generations

## **Patient Information**

**Horbury Dental Care**  
Vincent House, Queen St, Horbury, Wakefield WF4 6LP  
[www.horburydentalcare.co.uk](http://www.horburydentalcare.co.uk) | 01924 211234

# Welcome to Horbury Dental Care

We are a family run dental practice offering both NHS and private services. It is our mission to provide state of the art general and cosmetic dentistry in a relaxed and friendly environment. Our practice first opened its doors over 75 years ago and remains independently owned by Mark Willings. Mark is the third generation of the Willings family to own this thriving business.

Our aim is to exceed your expectations and deliver a result which is technically first class; delivered in a calm manner with minimal stress.

At Horbury Dental Care, our multi-disciplinary team (comprising of dentists, dental hygienists and therapists, dental nurses, reception and administrative staff) use the latest advanced technology and techniques to deliver premium quality dental procedures that cater for your needs. We will help you achieve a healthy, beautiful smile whilst ensuring your comfort and satisfaction.

A full list of our team can be found on our website [www.horburydentalcare.co.uk](http://www.horburydentalcare.co.uk)



## **Our premises are fully accessible for patients with disabilities.**

Should you require any further assistance please ask one of our reception team.

## **Urgent treatment and out of hours.**

We allocate a number of appointments during practice opening hours for patients who require urgent treatment.

If you require urgent treatment out of surgery hours, please call the NHS 111 service who can arrange out of hours dental treatment in your area.

You can also access information via their website at [www.nhs.co.uk](http://www.nhs.co.uk)

## **Our Services**

We have agreed with NHS England to provide NHS dental services for Adults & Children.

We also provide the following:

- Private Dentistry
- Essential Care Dentistry
- Dental Implants
- Tooth Whitening
- Gum Treatments
- Fillings
- Dentures
- Root Canal Treatment
- Veneers, Crowns & Bridges
- Oral Cancer Screening
- Invisalign Braces
- Treatment for nervous patients including sedation
- Same Day Teeth
- CT scans & X rays
- Facial Aesthetics

Pricelists and payment options are available for these services.

## Zero Tolerance

We operate a zero-tolerance policy against patients and staff who are violent or abusive be that verbally or physically.

## Appointments

If you request an appointment, we will try to offer you one as soon as possible at a convenient time for you.

## Cancellations

If you are unable to keep your appointment, please give us at least 24 hours' notice. If less than 24 hours' notice is given, a charge may be made for a missed private appointment. Under the NHS, patients cannot be charged for missing an appointment, but if a patient cancels an appointment at short notice or Fails To Attend (FTA) on more than two occasions in three years, you may be refused further care under the NHS at our practice.

## Your Health and Safety

We take all necessary precautions to safeguard our patients and our staff. We follow strict guidelines and protocols to ensure your safety.

## Patient Confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless information is required by law. A copy of the practice confidentiality policy is available on request. You can also request information about your rights to view your records.

## Our Promise to You

- You will be given all your different treatment options

- Your dentist will inform you of your treatment progress at each stage
- We will always use the latest technology and techniques to deliver premium quality dental procedures.
- Our greatest priority is helping you achieve a healthy, beautiful smile whilst ensuring your complete comfort and satisfaction.
- We aim to provide an excellent experience from the moment you walk through our door

## Did we make you smile?

We hope you are entirely satisfied with your dental treatment and would be happy to recommend our services to your friends and family.

If you would like to leave us feedback, make a comment, then please ask our friendly reception team who will provide you with further information in how to do this. If you have a problem or would like to express your concerns, please ask our reception team for a copy of our complaints procedure and they will be happy to assist you with this.

Should you require a copy of our complaints procedure, full details can be found on our website [www.horburydentalcare.co.uk/complaints-procedure/](http://www.horburydentalcare.co.uk/complaints-procedure/)

Our aim is to give you the highest possible standard of care and we will use your suggestions to help us improve our services.

## Financial

We accept the following methods of payment at the practice: Cash and all major credit and debit cards.

Finance options are available on request.

Did we  
make you  
smile  
today?

We welcome your feedback. Visit us on google  
or facebook to leave a comment or review.

**This is what our patients say about their  
experiences at Horbury Dental Care:**

"The dentist, his excellent dental nurse and all the team at Horbury Dental  
Care are an exemplary model of outstanding care within the NHS".

"Nice and welcoming. Kind and caring would highly recommend".

"Very calm environment, even for the most nervous of patients. Great  
explanations of procedures, treatment and options available. Lovely staff".

**Car Parking:**

There is plenty of parking  
space in the car park adjacent  
to the practice, as well as  
ample free parking in the  
Horbury Village. Front of  
practice is for blue badge  
holders only.

**Public Transport:**

Railway Station: Wakefield  
Westgate Railway Station,  
2.5 miles

Motorway Junction: M1 Jnct  
39, 1.1 miles

Airport: Leeds And Bradford,  
14.7 miles

Bus: 126/127 from Wakefield  
or Dewsbury bus station.

**Opening Hours:**

Mon	09.00 – 18.00
Tues	08.00 – 17.00
Weds	09.00 – 18.00
Thurs	09.00 – 18.00
Fri	09.00 – 17.00

✉ [willings@horburydentalcare.co.uk](mailto:willings@horburydentalcare.co.uk)

☎ 01924 211 234

🌐 [horburydentalcare.co.uk](http://horburydentalcare.co.uk)



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