



Barley Mow Dental Care Barley Mow Information

The Practice

The practice is located in an 18th century stone building at the junction of St Mary's Street and the Horsefair. It was an inn until 1921, and still has a clause in the title that precludes us from selling alcohol! We have four modern and well-equipped dental surgeries including two on the ground floor which are accessible to less mobile patients.

Our aim is to provide high quality dental care using modern techniques and the highest quality materials for all our patients.

Our Dentists

Dr Bruce Morden BDS DPDS qualified in 1983 from the University of Melbourne, Australia and has been living in Malmesbury since 1986. He joined the practice in 1997 as a principal. He received the Diploma in Postgraduate Dental Studies from the University of Bristol in 2003.

Dr Rory McNulty BDS DPDS qualified in 1995 from the University of Bristol and joined the Barley Mow on the Vocational Training Scheme. He stayed on as an associate until becoming a principal in 2002. In 2006 he received the Diploma in Postgraduate Dental Studies from the University of Bristol.

Dr Nicola Ford BDS qualified from the University of Otago, New Zealand, in 1986 and then worked at Christchurch Hospital NZ. She came to England to work in London in 1988 before moving to Wiltshire.

Our Dental Hygienists

Mrs Lisa Harwood qualified from Belfast in 1998. She joined the practice in 2001 and works Tuesdays from 9:00—5:00, and normally 2—3 Fridays per month, from 9:00 to 1:00. She works term time only.

Miss Natalie Stirland qualified from Bristol in 2020 She joined the practice in 2020 and works Mondays from 9:00—5.00

Mrs Helen Pigg qualified from Bristol in 1999. She joined the practice in 2018 and works Wednesdays from 8:30—5:00.

Mrs Tracey Evans qualified from Aldershot in 2003. She joined the practice in 2018. She works Thursdays from 8:30—5:00, and Fridays from 8:30 to 3:30.

Services

We are a private practice offering a full range of preventive, restorative and cosmetic dental treatments. We utilise only the highest quality materials and up-to-date techniques. We are amongst the first users of the Lava COS to give the most accurately fitting crowns possible.

We firmly believe that the maxim "prevention is better than cure" is nowhere more appropriate than in the dental environment. We encourage our patients to visit our hygienists regularly and can offer the most modern preventive treatment.

Many people are anxious about receiving dental treatment, and we try to offer these people a sympathetic approach.

All our staff have received training in safeguarding and equality & diversity.

NHS Treatment

NHS treatment is available to patients under 18 years at this practice. Parents do not have to be registered as private patients in order for their children to receive NHS treatment.

Making your first Appointment

We usually allocate a full half hour for your initial appointment with Barley Mow and there is a charge of

£75 for this. If you sign up to one of our Dental Plans on the day (see separate leaflet) then this is reduced by 20%

This half hour gives us time in most circumstances to fully assess your current dental situation, what problems you have with your gums, teeth or dentures, what treatments you may need and draft a treatment plan complete with costings and discuss this with you.

There is no additional charge for any x-rays we may take at this appointment. If you have a simple problem, it may well be able to resolve this at the initial appointment, but at the least we will endeavour to get you out of any pain or discomfort.

As many of our young adults have few problems, a reduced fee of £45 is applicable for those aged between 18 and 23.

If you contact our reception team, they will arrange an appointment at your convenience and send you a Welcome Pack. Alternatively, the Pack can be picked up at the practice and is available for download at our website

Emergencies

If you require emergency treatment during surgery hours, please try and contact Reception before 10 am to allow the maximum flexibility in arranging an appointment.

Out of hours emergency cover is now the responsibility of the PCT. At weekends, and Bank Holidays, emergencies are managed by via the NHS 111 phone number.

If you require advice during the week then please telephone the practice. One of our dentists will be available for advice at no charge. Should you require emergency treatment then a private call out fee of £90 will be applicable for all patients, including children, as this service is not covered under new NHS arrangements.

Payment of Charges

Patients are expected to settle their account at each visit. Payment can be made by cash, cheque, Maestro, Mastercard and Visa.

A list of our most common private fees is available from reception and a printed estimate will be given for all courses of treatment at the time of the examination. Written consent will be obtained prior to certain treatments.

We are happy to complete claim forms for patients' own insurance schemes at the end of treatment and upon full settlement of any outstanding accounts. We make no additional charge for this.

Appointments

Appointments are usually necessary. These can be made in person or by telephone when we are open. Messages can also be left on our answerphone.

We reserve the right to charge for failed appointments or those that are cancelled with less than 24 hours' notice.

Our receptionists are normally available from 8.30 - 5.15 Monday to Wednesday, 8:30 - 7:00 on Thursdays, and 8:30- 3:30 on Fridays. Our dentists are usually present every weekday.

We try to contact patients to remind them of their appointments during the preceding 48 hours either by telephone, e-mail or text message to a mobile phone. Please let us know the most convenient way of contacting you.

Please note that this service is intended as a courtesy and patients have ultimate responsibility to remember their own appointments. If you do not wish to be contacted in this way, then please let our receptionists know.

Please note that you will be responsible for any fees incurred by missing scheduled appointments. We do not usually make a charge for appointments that are cancelled in advance.

Please note that we will only cancel appointments in exceptional circumstances and will give as much notice as possible in these instances and would ask for your understanding.

Barley Mow Dental Care
21 St Mary's Street, Malmesbury
SN16 0BJ
01666 822220
www.barley-mow.co.uk
reception@barley-mow.co.uk

January 2020