

METHODS OF PAYMENT

You may be entitled to free NHS dental treatment. Please ask any member of staff for a leaflet with details. **We accept payment by:**

☒ Cash ☒ Most credit cards ☒ Most debit cards

An estimate of treatment costs should normally be given at your initial consultation visit. Subsequently, it is expected that payments be made as treatment progresses.

It is not practice policy to provide accounts. All treatment provided must be paid for on the day of treatment. If, for any reason, you cannot pay for treatment, please discuss this with any member of staff. If we have to use the services of a collection agency, an administration charge will be added to cover our costs.

CHARGES FOR MISSING APPOINTMENTS

When a patient does not attend for their appointment the practice is losing money. To protect ourselves from this, like all dental practices, we may charge an appropriate fee for missing or cancelling an appointment at short notice. Our policy is that we will require the charge to be paid prior to making another appointment. These charges are at the discretion of the dentist.

WHAT IF I AM UNHAPPY WITH SOME ASPECT OF YOUR SERVICE?

Firstly, we are sorry you feel we have let you down in some way. Whilst we try to make sure everyone is happy with our service, we understand that we cannot get it right all the time. We are happy to receive your comments, both good and bad. If you feel the need to make a complaint about the Practice, your dentist, or any aspect of your treatment, please ask for a copy of our complaints procedure.

PLEASE NOTE:

The entrance to the practice is at street level. There are no stairs to negotiate, and wheelchair users can easily access the practice and the surgeries.

Our toilet facilities are suitable for wheelchair users.



We welcome you to the practice and look forward to providing your dental care in a relaxed and friendly environment.



Johnstone Dental Practice

10 Walkinshaw Street
Johnstone, Renfrewshire, PA5 8AB

Telephone: 01505 321030

Email: jdp@wcdp.co.uk

Website: www.johnstonedental.co.uk

**IN THE EVENT OF AN EMERGENCY OUTWITH
PRACTICE HOURS, PLEASE CALL **NHS24 ON 111****

PRACTICE INFORMATION LEAFLET



OPENING HOURS

Monday	8.30am - 5.15pm
Tuesday	8.45am - 5.00pm
Wednesday	8.15am - 5.00pm
Thursday	8.30am - 5.15pm
Friday	8.30am - 5.00pm
Saturday	CLOSED
Sunday	CLOSED

Closed for lunch: 1.00pm - 2.00pm

www.johnstonedental.co.uk

THE DENTISTS

Mr Simon Locke
BDS(Hons) Glasgow 1997
GDC No. 72963

Simon received his degree from Glasgow Dental School in 1997. He became a partner at the practices in Johnstone and Glasgow in September 2004.

Mrs Sarah Jane Etherson
BDS Glasgow 2011
GDC No. 209856

Another graduate of Glasgow Dental School, Sarah Jane returned in 2021 after spells working in Stewarton and Kirkintilloch.

Mrs Susanne Murray
BDS (Hons) Glasgow 2010
MFDS RCPS (Glas) 2012
GDC No. 191130

Susie joined the practice in 2010. She graduated from Glasgow Dental School in 2010. She attained further qualifications in 2012 & now also provides our implant treatments.

Mr Paul Ewins
BDS Glasgow 1997
PGDip Edinburgh 2021
GDC No. 73212

Paul qualified Bachelor of Dental Surgery from Glasgow University in 1997. He became a partner at the practices in Johnstone and Glasgow in April 2005.

Mr Gareth Quigley
BDS Glasgow 2007
GDC No. 114096

Gareth joined the practice in 2008. He graduated from Glasgow Dental School in 2007. He works in Johnstone on Mondays and Fridays.

Mrs Correen Locke
BDS Glasgow 2006
GDC No. 103170

Correen joined the team in 2026 having worked in Port Glasgow for many years. She considers herself a "family dentist" enjoying treating all ages.

SERVICES PROVIDED

In the vast majority of cases, it will be possible to meet all your requirements "in-house" at the practice. Where specialist referral is appropriate, e.g. orthodontic treatment, the practice has close links with Glasgow Dental Hospital in addition to a number of specialist practices.

Dental implants are now available at Johnstone Dental Practice - provided by Susie Murray. We are happy to discuss general suitability and arrange a consultation with our her.

We offer options of NHS treatment, private treatment, and cover by means of an insurance or maintenance programme. Your dentist, or any member of staff, will be happy to discuss which option best suits your needs and circumstances.

Home visits can be arranged for the hospitalised or housebound.

We also offer IV sedation for nervous patients.

Every effort will be made to provide a "same day" service to patients with dental emergencies.

We make use of an Interpreting Service in cases where the patient and dentist do not speak a common language. We also have access to sign language interpreters. Their telephone number is 0141 347 8811, however we will normally book an interpreter on your behalf.

PRACTICE ADMINISTRATION

Written policies/codes of practice have been drawn up in relation to the important aspects of how the practice is run (e.g. Health and Safety/Cross Infection Control). These are revised regularly in light of current statements on best practice, and they can be viewed and/or discussed, by prior arrangement, with Mr Ewins or Mr Locke.

It is practice policy that all members of staff are regularly updated in cardiopulmonary resuscitation and other medical emergency procedures.

For questions about NHS Dental Provision in the area, you may contact the Oral Health Directorate of Greater Glasgow and Clyde Health Board on 0141 201 4209.

PRACTICE PHILOSOPHY

Our guiding principles are

- To provide the best possible oral health-care for you, with an emphasis on the prevention of disease.
- When treatment is required, to detect the need for this at the earliest stage and carry out the highest standard of treatment achievable.
- That all dentists in the practice maintain a strong commitment to postgraduate education.
- That all members of the practice team are encouraged in the appropriate development of their careers.