

Embrace orthodontics - Practice information leaflet

1. Thank you for choosing the Embrace orthodontics as your orthodontic practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to our receptionist Joanne Moffett on 028 9267 9060 who will be able to assist you. The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.
2. Our practice is limited to orthodontic treatment only. Please contact the hscni.net if you would like to have details of dental practices offering general dental care.

We provide orthodontic treatment for NHS and private patients to both adults and children. For further information on our full range of services, please contact us on 028 9267 9060, alternatively you can email on embrace@ortholisburn.co.uk.

If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you.

Our team

3.

Sinead Mc Avinchev (female): specialist orthodontist.

*Qualifications: BDS(hons) 2003, MFDS 2005, MOrth 2009, MPhil 2011
GDC number: 82220*

Grainne McAvinchev (female): specialist orthodontist.

*Qualifications: BDS(hons) 2006, MFDS 2008, MOrth 2012, MPhil 2013
GDC number: 103859*

4. Sinead and Grainne McAvinchev are the registered providers for Embrace orthodontics Lisburn.

2. Our dentists are supported by our committed team:

Sarah Filson (female): practice manager

*Qualifications: Verified competency in dental nursing (2008)
GDC number: 154011*

Ciara McConville (female): dental nurse

*Qualifications: NEBDN (2011)
GDC number: 231983*

Ruth Reid (female): dental nurse

*Qualifications: NEBDN (2018)
GDC number: 277093*

Danielle Kerr (female): dental nurse

*Qualifications: NEBDN (2014)
GDC number: 253751*

Reception staff: Joanne Moffett (female)

Opening hours

3. We are open during the following times:

Monday	8 am - 1 pm	1:45 pm - 4pm
Tuesday	8 am - 1 pm	1:45 pm - 4pm
Wednesday	8 am - 1 pm	1:45 pm - 4pm
Thursday	8 am - 1 pm	1:45 pm - 4pm
Friday	8am – 1pm	closed
Saturday	closed	closed
Sunday	closed	closed

4. The practice is closed for lunch from 1 pm - 1:45 pm every day.

5. Should you have a dental emergency outside of the practice opening hours, please call your registered dentist who will advise you of your out of hours pain relief centre.

Complaints procedure

6. We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact to Sinead or Grainne McAvinchey on 028 9267 9060 or email: embrace@ortholisburn.co.uk will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the complaints procedure from reception.

Patient confidentiality

7. We take patient confidentiality extremely seriously at Embrace orthodontics and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

Methods of payment

8. We accept the following methods of payment at the practice: cash, cheque (made payable to *Embrace orthodontics* and all major credit and debit cards. We also accept standing order payments for private treatment.

Other information

9. You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

10. We encourage all our patients to maintain excellent oral health throughout their brace treatment and regular appointments with your dentist must be attended.

11. The following languages are spoken at the practice: English.

- An interpreter can be made available for patients who cannot speak or understand English

12. We endeavour to see all patients and our practice has been designed so patients with disabilities can access care.
13. If you do have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.
14. Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if patients cancel with less than 24 hours' notice or do not attend an appointment, a charge will be incurred of £10 per 10 minute slot.
15. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.
16. Embrace Orthodontics is assessed annually by the Regulation and Quality Improvement Authority (RQIA), a summary of the practice reports can be found on their website: www.rqia.org.uk

Our contact details

Embrace orthodontics

1 - 3 Bachelors Walk,
Lisburn
BT28 1XJ

Telephone number: 028 92 679 060

Email address: embrace@ortholisburn.co.uk

Website: www.ortholisburn.co.uk

Google maps

