

IN AN EMERGENCY

Whenever possible please contact us about emergencies during normal practice hours, preferably before 10 am. If treatment is necessary we will do our best to arrange it the same day. In case of an emergency out of hours please phone the practice number below. If we are not in the answering machine will give you the number of the dentist on call.

Tel: (017683) 71250

THE PRACTICE MISSION

Our aim is to provide a comprehensive choice of high quality family dental care with an emphasis on prevention in a professional but relaxed, friendly, caring and safe environment, with short waiting times. We aim to do this by developing and utilising the skills of everyone in the team.

OPENING HOURS

The Dentist, Phil Borman B.Ch.D.

Monday	9.00 - 1.00 & 2.00 - 3.30
Tuesday	9.00 - 1.00 Afternoon for emergencies only
Wednesday	9.00 - 1.00 & 2.00 - 5.00
Thursday	Emergencies only by appointment
Friday	9.00 - 11.00 & 2.00 - 5.00
Saturday	9.00 - 1.00 once a month

The Hygienist, Jessica Booth

Wednesday	9.00 - 1.00 & 2.00 - 5.00
Saturday	9.00 - 1.00 once a month

HOW TO PAY

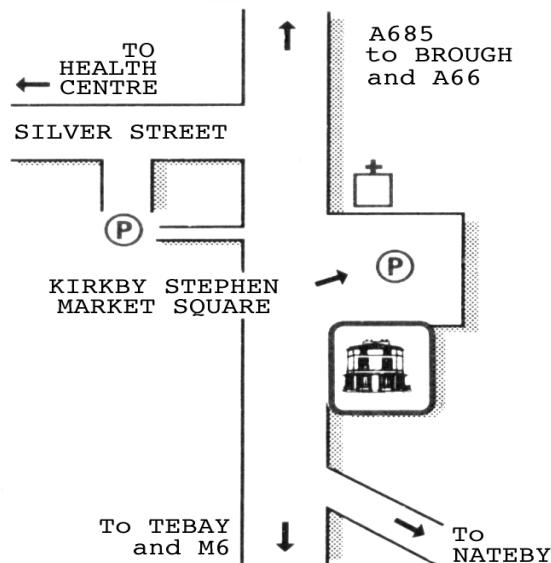
Please come prepared to pay for your treatment at each visit. A deposit will be asked for if laboratory costs are involved. You can pay by cash, cheque (made payable to 'PA. Borman'), by credit or debit card, or Denplan payments by a small monthly direct debit through your bank. Outstanding accounts should be settled within 14 days.

MISSED APPOINTMENTS

Please note that we charge £25 for missed appointments and unreasonably late cancellations in order to keep treatment costs down for everyone.

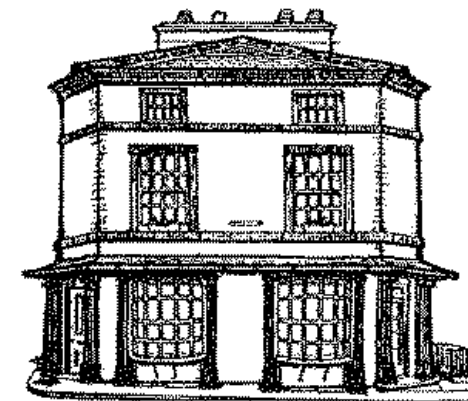
HOW TO FIND OUR PRACTICE

Parking is usually available in the Market Square in front of the Practice (2 hr restriction in summer). Otherwise we recommend that you use the free Council Car Park in Silver Street, and walk through (5 min.).



Practice Brochure

Dr Phil Borman B.Ch.D.



The Dental Practice
Market Square
Kirkby Stephen
CA17 4QT

Tel: 017683 71250

WELCOME TO OUR DENTAL PRACTICE

Thank you for choosing this practice. It was first established as a branch practice in the 1940's by Harry and Flora Charlton. David and Anette Watt took over in 1979 and ran it for over 20 years, then Phil & Janine Borman took over in November 2002.

We take great pride in the quality of your oral health care and we would like to make your visits a pleasant experience. Our aim is good dental health for you and your family through preventive dentistry. That means giving you regular advice, helping you understand how to care for your teeth and gums, and so reduce stress and the need for dental treatment.

This leaflet will answer some basic questions, but if you require any additional information please don't hesitate to ask.

MEET THE TEAM

Phil Borman, the principal, qualified from the University of Leeds Dental School in 1984. Phil worked as an Associate Dentist in Lincolnshire for 5 years before establishing his own single-handed practice in Northamptonshire where he met his wife Janine, who worked with him as a Dental Nurse. After 11 years there Phil, Janine and family moved up to Cumbria with Phil working as an Associate Dentist in Kirkby Lonsdale before branching out on his own again here in Kirkby Stephen.

Phil's hobbies are computer programming and photography. Dentally his special interests include Crown & Bridgework and cosmetic fillings.

Jessica Booth, Hygienist, graduated from Newcastle Dental School in December 2001, where she won a prize for Clinical Dentistry. Jessica joined the team in January 2002. Jessica was a Dental Nurse in Mr Govan's practice in Appleby before going to Newcastle to study.

Carola Frank, Receptionist. Carola joined the Team in December 1995. She gained the BDPMA Dental Receptionist Certificate in the Autumn of 1997, and the Certificate in Dental Practice Management with Merit in Spring 2001.

Kaye Johnstone, Dental Nurse and Receptionist, qualified as Dental Nurse May 95 and gained the BDPMA Dental Receptionist Certificate in the Autumn of 1997. Kaye has been very loyal to the practice and has been here since 1985.

Janine Borman, Practice Manager, qualified as a Dental Nurse in Leeds, May 1985. She gained the Dental Radiography Certificate with Distinction from the West Midlands School of Radiography in Summer 2000.

OUR RANGE OF SERVICES

- ◆ Easy access, parking right outside
- ◆ Short waiting times
- ◆ Emergency appointments usually the same day
- ◆ Easy payments: cash, credit and debit cards, cheques or Denplan
- ◆ Routine dental health care recalls
- ◆ Toys for the children to play with
- ◆ Sale of recommended dental health care products
- ◆ Home visits for the elderly or disabled
- ◆ Preventive Dentistry
- ◆ Hygienist Services
- ◆ Restorative Dentistry
- ◆ Childrens Dentistry
- ◆ Sportsguards for contact sports (discounts for team orders)
- ◆ Cosmetic Dentistry and Porcelain Veneers
- ◆ Crowns and Bridges
- ◆ White fillings
- ◆ Dentures
- ◆ Wisdom Teeth Removal
- ◆ Quality Assurance system in place
- ◆ In house complaints procedure, leaflet available on request
- ◆ A comprehensive fee scale, leaflet available on request
- ◆ Disabled access, ground floor surgeries
- ◆ Large print leaflets available on request

REGISTERING WITH OUR PRACTICE

If you would like to join the practice you can telephone to make an appointment, or you are very welcome to come in to meet us and have a look around. Either way we will give you a new patient pack with all the information. You can make a private appointment to see the dentist for an initial half hour assessment of your dental health.

Dental Health Plans. Once you are dentally fit we encourage patients to register with Denplan. One of the many benefits of being a Denplan member is long term preventive dental care and peace of mind. You pay a small monthly direct debit payment through your bank and experience has shown that patients enjoy the security of knowing what their dental care will cost, and being free from sudden unpredictable & sometimes large bills. Please ask for more details at reception.

Private Treatment on a 'pay as you go' scheme is also available, and a price list is freely available from the reception desk.