

## IN AN EMERGENCY

Whenever possible please contact us about emergencies during normal practice hours, preferably before 10 am. If treatment is necessary we will arrange it as soon as possible. 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 details on how to access emergency care.

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**Tel: (017683) 71250**

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Outside our NHS hours, emergency treatment can be accessed via NHS Direct, or the Dental Direct helpline commissioned by the local Primary Care Trust,

**Eden Valley Primary Care Trust,  
Wavell Drive, RoseHill Industrial Estate,  
Carlisle, CA1 2SE**

**Tel: 01228 603500 Fax: 01228 603612**

**Website: [www.northcumbriahealth.nhs.uk](http://www.northcumbriahealth.nhs.uk)**

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**Dental Direct emergency contact no  
01228 603900**

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Dental Direct Helpline. Mon-Fri 09:00-21:00,  
Sat and Sun 09:00-12:00 and 18:00-21:00  
Bank holidays - times vary. Advice given on  
dental emergencies, with assessment and  
treatment offered if appropriate. Patients may  
need to travel for treatment and Dental Direct  
will provide details of the location. The location  
will depend on appointment availability in the  
North Cumbria area.

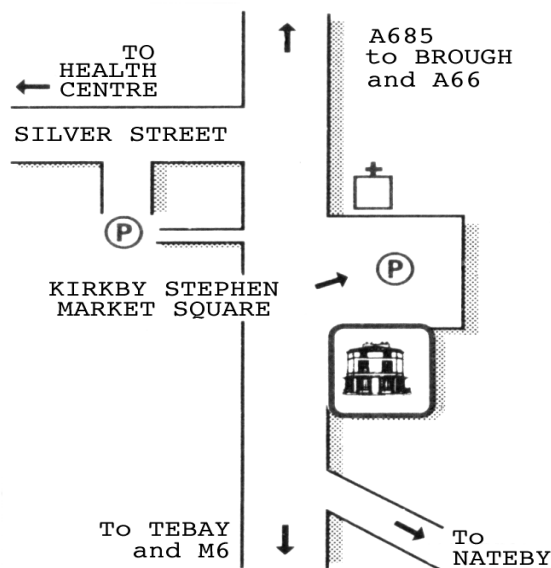
Rev: April 2006

## MISSED APPOINTMENTS

Please note that under NHS regulations, patients who repeatedly miss appointments or abuse our staff may be denied further treatment at this practice. If you need to cancel an appointment, please provide as much notice as possible so we can offer the appointment to another patient.

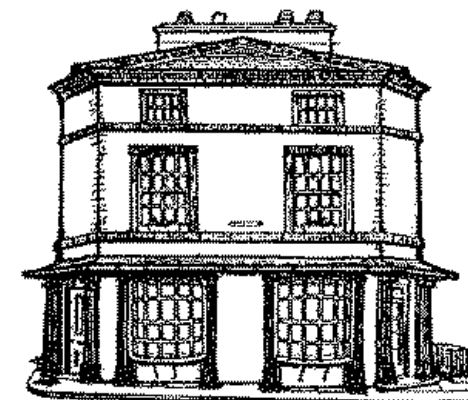
## HOW TO FIND OUR PRACTICE

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.).



# NHS 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 is a keen walker and photographer, and enjoys computer programming. 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

**We have a contract with the Primary Care Trust to treat children up to the age of 18 on the NHS. Once children reach 18 we can offer continued care as a private patient.**

- ◆ Easy access, parking right outside
- ◆ Routine dental health care recalls
- ◆ Toys for the children to play with
- ◆ Preventive Dentistry
- ◆ Restorative Dentistry
- ◆ In house complaints procedure, leaflet available on request
- ◆ Disabled access, ground floor surgeries
- ◆ Large print leaflets available on request

**In addition to the NHS services we provide, we also offer a full range of private treatment and:**

- Sportsguards for contact sports (discounts for team orders)
- Sale of recommended dental health care products

This practice is not a teaching or training practice

Further details about the practice, and a selection of our practice leaflets can be downloaded from our website: [www.borman.org.uk](http://www.borman.org.uk)

### REGISTERING WITH OUR PRACTICE

We are not currently accepting any new NHS patients. We are accepting new patients on a private basis.

If you would like to join the practice as a private patient 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.

**Confidentiality** Strict confidentiality of patient records and information is maintained at all times. Patient records will not be passed on to any third parties without the patients express permission.

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### THE PRACTICE MISSION

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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. We aim to do this by developing and utilising the skills of everyone in the team.

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### NHS OPENING HOURS

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Monday	3.30 - 5.00
Friday	11.00 - 1.00

### Eden Valley PCT Dental Enquiries:

**Telephone** 0845 686 2556 - 24Hr message service. North Cumbria residents seeking an NHS dentist will be asked to leave their name, contact details and preferred area. These details are held on a database, and when a dentist within North Cumbria has additional space patient details will be transferred to the dental practice.

Further details about NHS provision in the area can be obtained from

**NHS Direct:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Tel:** 0845 4647