

Greenacre Orthodontics

14 Wepre Drive

Connah's Quay

Flintshire

CH5 4HA

Tel: 01244 818111

info@greenacreortho.co.uk

www.greenacreortho.co.uk

WELCOME TO OUR PRACTICE

Greenacre Orthodontics provides NHS specialist led orthodontic services as well as private services. A specialist orthodontist is someone who has completed comprehensive additional training and is registered with the General Dental Council Specialist List. To undergo NHS orthodontic treatment your child needs to be referred by a dentist.

WHAT IS ORTHODONTICS

Orthodontics is a specialist branch of dentistry concerned with the diagnosis and management of irregularities of the teeth, jaws and face. Braces apply gentle pressure to move teeth into the most desirable positions. In a growing patient, braces can also be used to modify growth of the jaws to an extent, helping to correct discrepancies in the jaw size and improve a patient's appearance.

The first appointment is to explore your concerns and conduct an assessment, we will discuss our findings with you and your parent/guardian (if you are under 16). If you qualify for treatment, further appointments are needed before starting.

Average treatment time is 18-24 months but this will vary according to the circumstances. There is a need for regular visits, often every 8 weeks to have the brace adjusted. Braces will not work without regular adjustment and maintenance, appointment attendance is essential as there are significant risks to the unsupervised wear of braces.

You will need to look after your teeth and brace well, follow your orthodontist's instructions and attend regularly to have your brace adjusted. We stock a range of dental care products designed to help keep your teeth and braces clean during treatment.

During your orthodontic treatment remember to visit your own dentist regularly, to check that your teeth and gums are healthy.

NHS AND PRIVATE CARE

NHS Patients under the age of 18 have the right to receive clinically necessary treatment funded by the NHS. The criteria for eligibility for this are set nationally by the NHS and oral health needs to be at a level to support treatment, this includes the need for the teeth and gums to be healthy. Please note replacement appliances for NHS patients are chargeable and need to be settled at the start of the appointment.

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[@greenacreorthodontics](https://www.instagram.com/greenacreorthodontics)

**Registered address: Chester House, Lloyd Drive, Ellesmere Port, CH65 9HQ. Registered No: 11866579
England and Wales**

We also offer a range of private treatment at Greenacre Orthodontics, should you be interested we would be more than happy to discuss these options including costs and payment plans with you.

Our Dental Practice is registered with the Healthcare Inspectorate Wales (HIW) and the Registered Manager is Dr Mohammad Owaise Sharif.

OUR TEAM

Dentists and specialists

Fyeza Noor Janjua Sharif – Specialist Orthodontist and Principal
GDC Reg. 101392
DDsc (Ortho), BDS, MFDS RCPSG, MRes, MOrth RCS Ed

Mohammad Owaise Sharif - Specialist Orthodontist and Principal
GDC Reg. 103257
PhD, BDS (Hons), MJDF RCS Eng, MSc, MOrth RCS Ed, FDS (Ortho) RCS Eng, FHEA

Madhavi Seshu - Specialist Orthodontist
GDC Reg. 100759
BDS, MDS, MFDS, M.Orth, FDS. Orth

Nicholas Stanford - Specialist Orthodontist
GDC Reg. 113275
BSc (Hons), BDS, MSc, MFDS RCS Ed, MOrth RCS Ed, FDS (Ortho) RCS Ed, FHEA

Sylwia Suarez – Dental assistant
GDC Reg. 193748
Lek Dent Warsaw 2001

Therapists

Kelly Hughes – Orthodontic Therapist
GDC Reg. 116145
Diploma in Orthodontic Therapy RCS (Edin) 2020

Chantelle Roberts – Orthodontic Therapist
GDC Reg. 154052
Diploma in Orthodontic Therapy – Royal college of Surgeons England 2024

Natalie Woodward – Orthodontic Therapist
GDC Reg. 200312
Diploma in Orthodontic Therapy – Royal college of Surgeons Edinburgh 2021

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Marianne Barnes – Dental Hygienist and therapist

GDC Reg. 242157

Diploma Dental Hygiene and Diploma in Dental Therapy Royal College of Surgeons Of England 2013

Please note, if you would prefer a particular practitioner let us know; however, this is not always possible and may delay your treatment. Additionally, not all of our clinicians provide NHS treatment.

Nursing team

Amy Fernandez – Senior Dental Nurse

GDC Reg. 138046

National Certificate NEBDN 2001

Clare Eastwood – Dental Nurse

GDC Reg. 163342

National Certificate NEBDN 1995

Larni Foo – Dental Nurse

GDC Reg. 301132

Diploma in Dental Nursing Level 3 QCF City & Guilds 2021

Reception and administration team

Mackenzie Morris

Katie Newton

All staff receive the appropriate training to ensure they are competent and confident to carry out their work responsibilities. An annual appraisal process helps identify the specific training needs of an individual and all staff complete regular Continuing Professional Development (CPD) to maintain and enhance their knowledge.

OPENING HOURS AND ACCESSABILITY

Monday: 08:30-12:30 and 13:00 – 17:15. Tuesday to Friday: 08:30-12:30 and 13:30 – 17:30

There is wheelchair access to the building, two ground floor surgeries as well as an accessible toilet. Additionally we have onsite parking with designated accessible parking at the front of the building.

APPOINTMENTS

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Appointments can be booked over the telephone or at the reception, if you find you cannot attend an appointment, please provide at least 24 hours notice.

Successful orthodontic treatment is a partnership between the patient and the orthodontic team. Whilst every effort is made to offer appointments that are most convenient for our patients, please appreciate that there is high demand in accommodating schooling commitments. We ask patients to be flexible as widely spaced appointments will delay treatment and pose risk. Importantly, we cannot guarantee after-school appointments.

EMERGENCY CARE

We provide emergency treatment required during practice hours as soon as is reasonably practicable. Should you have an emergency out of hours you may leave a message on the answerphone and we will get back to you as soon as possible. If you have a problem that can't wait please call please contact NHS Direct on 111.

DATA PROTECTION AND CONFIDENTIALITY

The practice complies with all relevant data protection and confidentiality legislation to keep your information secure and private. We are registered with the Information Commissioner's Office (ICO). Patient details are able to be accessed by all our clinicians and administrative staff. These are treated in the strictest confidence and you may request this information by writing to us. For more information, please see our Data protection privacy notices published on our website www.greenacreortho.co.uk.

ZERO TOLERANCE

We operate a Zero-tolerance policy against violence or abusive behaviour towards our staff or patients. Violent/abusive behaviour will not be tolerated and if the incidence is serious we may notify the police.

FEEDBACK AND COMPLAINTS

We welcome feedback from patients and visitors to the practice. You can contact the practice with your views either in person or by emailing the practice. We review all feedback at our practice meetings with a view to taking necessary action.

We hope you are entirely satisfied with your services, if this is not the case please let us know about so that we can rectify the cause for dissatisfaction and improve our services. Please contact the practice and we will talk you through our complaints procedure. You can also find our Complaints Policy on the Practice website: www.greenacreortho.co.uk.

Updated: September 2024