

# Meet the Team



Dr. Mark O'Hara  
Managing Partner  
& Clinical Lead Dental Surgeon  
GDC: 177535

Dr. Vipul Kataria  
Specialist in Endodontics  
GDC: 77684

Dr. Pretash Patel  
Dental Surgeon  
GDC: 75796

Dr. Roisin Moore  
Dental Surgeon  
GDC: 211332

Dr. Narina Evans  
Dental Surgeon  
GDC: 252103

Fay Eves  
Dental Hygienist  
GDC: 2908

Carly Thompson  
Dental Hygienist  
GDC: 151298

Dr. Ruth Bentley  
Dental Surgeon  
GDC: 78294

Dr. Donal Garland  
Dental Surgeon  
GDC: 61494

Dr. Sarah Hosier  
Dental Surgeon  
GDC: 104197

Dr. Sonal Pande  
Dental Surgeon  
GDC: 149781

Dr. Rebecca Birkett  
Dental Surgeon  
GDC: 244821

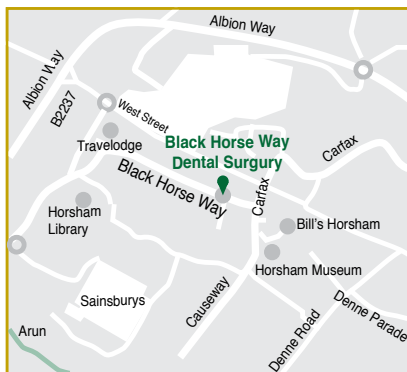
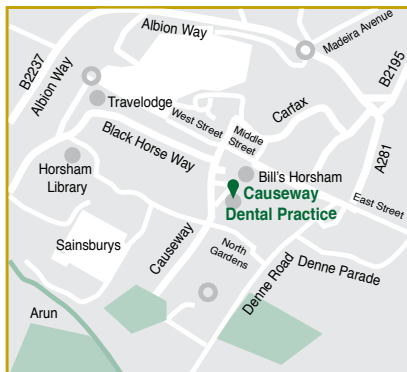
Dr. Martin Hejcl  
Dental Surgeon  
GDC: 246354

Jennifer Kenward  
Dental Hygienist  
GDC: 4480

Sheila Whittaker  
Dental Hygienist  
GDC: 3253

Keely Summers  
Dental Hygienist  
GDC: 213368

## How to find us



## The Causeway & Blackhorse Way Dental Practices

Sussex Health Care Group



The Causeway Dental  
Practice  
**01403 252 477**

The Blackhorse Way Dental  
Practice  
**01403 254 615**

The Causeway  
Dental Practice  
8 Causeway, Horsham  
West Sussex, RH12 1HE



Email: [thecausewaydentalpractice@soegateway.com](mailto:thecausewaydentalpractice@soegateway.com)

The Blackhorse Way  
Dental Practice  
7 Blackhorse Way, Horsham  
West Sussex, RH12 1NU

Email: [blackhorseway@soegateway.com](mailto:blackhorseway@soegateway.com)

[www.causeway-dental.co.uk](http://www.causeway-dental.co.uk)

## WELCOME

At the Causeway & Blackhorse Way dental surgeries we have offered a high quality dental & hygienist service to our patients for over 30 years.

We provide a full range of NHS (excluding sedation & orthodontics) and private dental services to our patients.

Our dentists are supported by a committed team of dental professionals. Full details of our support team are available in practice or via the website.

## OPENING TIMES

Monday	8.30 – 5.00
Tuesday	8.30 – 5.00
Wednesday	8.30 – 5.00
Thursday	8.30 – 5.00
Friday	8.30 – 5.00

We offer a number of late evening & Saturday private sessions, please ask your dentist or the reception team for further details.

## MAKING APPOINTMENTS

If you would like to make an appointment please contact the reception team. We encourage patients to book ahead for their next dental examinations to avoid disappointment. For those who are unable to do so, we shall forward a SMS or email allowing you to arrange online appointments at a later date.

## MISSED APPOINTMENTS

If you fail to keep your private appointment a minimum charge of £25 will be applied to your account. If you fail to attend a NHS appointment or cancel at short notice twice within 12 calendar months you may be removed from our NHS patient list.

## PAYMENTS

Patients are to settle their accounts on or before completion of treatment. Deposit payments are required at each stage of treatment.

We take payments by Cash & Credit/Debit cards.

We offer a range of private finance & health plans to help spread the cost of your treatment– please ask us for further details.

## EMERGENCY CARE

During practice hours we endeavour to see our patients who have a dental emergency on the same day. Please call the practice and your problem will be triaged by our team. Outside of practice hours please call the NHS helpline 111. Our Health Plan patients may also call 01206 788816.

## ACCESSIBILITY

Many of our surgeries are either on a 1st or 2nd floor location in our listed buildings. We have limited ground floor surgery access at our Blackhorse Way location.

If you have any mobility concerns please speak with us and we shall be pleased to assist you in finding a more suitable practice. We may also contact the local NHS team on your behalf.

## DATA PROTECTION

We take confidentiality seriously and all data in regards to a patient is treated with the strictest confidence and in accordance with our NHS contractual obligations. We do not share your information to any third parties without your prior consent. If you would like a copy of our data protection policy, please contact our reception team.

## WAITING TIMES

We pride ourselves on trying to run on time, but due to the nature of the business we are sometimes unable to do so. We apologise if on some occasions we keep you waiting.

## VIOLENCE & BEHAVIOUR

If a patient is abusive or violent towards any member of our practice team, the treatment will be terminated and the police will be informed. The local NHS team may also be informed.

## TERMS & CONDITIONS

Patients will be asked to sign up to the practice terms and conditions. Which includes the following details:

Each patient is treated with courtesy & respect.

A patient's entitlement to a thorough examination of the mouth (teeth & gums), including advice on how to keep they teeth & gums healthy.

A detailed treatment plan explaining your treatment options (including cost).

NHS & Private fees are displayed in the practice and via our website.

To be kept informed of any changes in the terms & conditions via our newsletter

## YOU ARE RESPONSIBLE FOR

Treating our practice team with courtesy & respect at all times.

Following your dental providers' advice on how to prevent decay and gum disease.

Paying your account on time. If required, bringing proof of NHS exemption entitlement, (the NHS will apply a minimum fine of £100 for false claims).

Giving at least 24 hours notice if you have to cancel an appointment.

Inform our team if your weight is above 23 stone or 146kg – our dental chairs cannot take weight above this limit and could result in a serious injury to yourself or a member of our team, if the chairs are used incorrectly

Arrive early or on time for your appointment.

Keeping mobile phones on silent while in practice.

## FEEDBACK & COMMENTS

We will ask you for your feedback and comments in the practice or via email. This allows us to improve our services & processes for all our patients. Please inform our team if you do not wish to be included in our surveys, newsletters or marketing emails.

## COMPLAINTS PROCEDURE

For NHS treatment you can make a complaint to NHS services by emailing NHS England: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or telephone 0300 311 2233

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman: please call 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For private dental treatment you can contact the GDC private dental complaints service by calling 0845 612 0540 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

You can contact the Care Quality Commission by calling 03000 61 or visit [www.CQC.org.uk](http://www.CQC.org.uk)

The General Dental Council is responsible for regulating all dental professionals; you can contact them on [information@GDC-org.uk](mailto:information@GDC-org.uk) or by calling 0845 222 4141.

## THANK YOU

We would like to you thank you for reading this leaflet and entrusting us with your dental health needs. If you have any further questions please contact our reception team.

We shall keep you updated with any changes via our practice newsletters.