Thank you for choosing The Walton Practice

Here is a little extra information about us and things you might like to know . . .

Contact Details and How to Find Us:

The Walton Practice
1 Sandlands Road
Walton-on-the-hill
Tadworth
Surrey
KT20 7XB

Tel: 01737814404
Email: enquiries@thewaltonpractice.com
Website: www.thewaltonpractice.com

BY CAR: We are under a mile from the M25. Exit at either junction 9 or 10. We are under a 15 minute drive from Epsom, Banstead, Leatherhead, Red Hill Ashtead and Reigate. Dorking is less than a 20 minute car journey. Take the B290 from Epsom (Ashley Road) or the B2220 (Brighton Road) from Banstead. Parking is easy with lots of on street spaces close to the practice on Sandlands Road and Walton Street. There is also a free car park a minutes walk away on Walton Street.
BY TRAIN: Tadworth station is a 15 minute stroll away or even less if you cut through the woods near Banstead Heath. A scenic short cut we only recommend during daylight hours. The surgery has disabled access and on-road parking. There is also a small short-stay car park on the high street opposite the Co-op, approximately 1 minute walk away.

The Practice is owned by Dr Catherine Turner and Mr Joseph Holt, directors of Holt and Turner Ltd.

Opening Hours

			Available on the day
Monday	9am - 5pm	Closed 1 - 2pm for Lunch	Dr. Turner and Dr. Sumal
Tuesday	9am - 5pm	Closed 1 - 2pm for Lunch	Dr. Turner and Dr. Patel
Wednesday	9am - 5pm	Closed 1 - 2pm for Lunch	Dr. Turner, Dr. Hall and Debra Wright (Hyg)
Thursday	9am - 5pm	Closed 1 - 2pm for Lunch	Dr. Turner, Dr. Hall and Debra Wright (Hyg)
Friday	8am - 5pm	Closed 1 - 2pm for Lunch	Dr. Hall, Dr. Patel, David Hinckley (Dent. Tech)
Saturday	8am - 2pm		Dr. Patel and Grace Blanchfield (Hyg) first Sat of the month
Sunday	Closed		

Should you have a dental emergency out of hours, please contact NHS 111.
For Denplan patients, please call their Emergency Helpline on 0800 844 999.
All patients can call the 247 Dentist on 02382544570. This is a private service, Denplan patients may be able to claim the costs back from Denplan, please check this with Denplan before you attend.

The Team

We have a dedicated team of health care professionals and staff to ensure youre experience with us is the best it can be. Here are the members of our team, feel free to visit our website www.thewaltonpractice.com to find out more about them:

Dr Catherine Turner BChD MFDS RCPSG (GDC No. 229708) is our Principal Dentist and Practice Owner. First registered with the GDC 1st August 2012.

Dr Hiren Patel BDS (GDC No. 251763) Associate dentist. First registered with GDC 11th September 2011.

Dr Deepak Patel BDS, Mclindent (GDC No. 177417) Associate dentist and Implant clinician. First registered with GDC 29th July 2009.

Dr Debbie Hall BDS (GDC No. 80979) Associate dentist. First registered with GDC 12th July 2002.

Debra Wright (GDC No. 11357) is our Hygiene-Therapist. First registered with the GDC 13th August 2003.

David Hinckley (GDC No. 250038) is our Dental Technician. First registered with the GDC 17th June 2008.

Grace Blanchfield (GDC No. 282455) is our Hygiene-Therapist, who is with us on the first Saturday of every month. First registered with the GDC 13th April 2019.

Pauline Whicher (GDC No. 167390) is one of our Dental Nurses. First registered with the GDC 9th October 2008.

Faye Purchase (GDC No. 301035) is one of our Dental Nurses. First registered with the GDC 13th June 2022.

Louise Barret (GDC No. 339738) is one of our Dental Nurses. First registered with the GDC 11th September 2026.

Alexandra Mara (GDC No. 293534) is one of our Dental Nurses. First registered with the GDC 4th March 2021.

Julia Moyse is part of our reception team.

Gerri Kirk is part of our reception team.

Our Services

We provide a wide range of dental and facial aesthetics services and treatments on a private basis. Please visit our website www.thewaltonpractice.com for the full range of treatments offered privately and our price list.

We are also a registered Denplan provider. Please ask a member of the team for more information on this.

Our Hygiene-Therapists offer Direct Access hygiene appointments, without needing to see a dentist first.

The Practice does not hold an NHS contract.

To arrange an appointment for any of the services above, call us on 01737814404, or send an email to enquiries@thewaltonpractice.com. You may request to see any of the appropriate dentists for any of these dental services, or either of our hygiene-therapists for Direct Access hygiene appointments. You can also book some appointments online via our website. Our facial aesthetics treatments are provided by Dr Catherine Turner, Dr Debbie Hall, and Debbie Wright.

Feedback

If you have any comments about your experience at our practice, you can contact Dr Catherine Turner directly by emailing drcatherine@thewaltonpractice.com. Alternatively, you can send feedback to us via email to enquiries@thewaltonpractice.com, waltonpracticecomplaints@gmail.com or speak to a member of the team you feel comfortable with.

Following an appointment with the practice, an email will be sent to patients where a Feedback Survey can be accessed and filled out. This survey is anonymous and the practice reviews the results every 3 months.

If you wish to make a complaint, please speak to Dr Catherine Turner directly or via the email address provided above. She will explain our Complaints Procedure. A copy of our Complaints Procedure is available on request from reception or can be sent to you via email.

Patient Confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception on request, or can be sent via email. You can also request information about your rights to view your records.

Methods of Payment

The preferred method of payment at the practice is by debit or credit card. We accept all forms of mainstream credit and debit cards, including Visa, Mastercard and American Express. We also accept payment in cash or by cheque (made payable to The Walton Practice).

Other Information

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know, when you book your next appointment.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment with one of our dentists to assess and agree your treatment needs.

Our treatment areas can be accessed by patients using wheelchairs and other walking aids. 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.

Missed appointments result in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 24 hours. If you cancel an appointment, with less than 24 hours' notice, we may charge a late cancellation fee. If you are registered under the NHS with us and you cancel an appointment with less than 24 hours notice on more than one occasion, we may no longer be able to offer you NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

Our dental practice is registered with CQC: 151 Buckingham Palace Rd, London SW1W 9SZ. Telephone: 03000 616161, Email: enquiries@cqc.org.uk.

You may also request a copy of our Infection Control Policy from reception.