



welcome



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The Practice

We would like to take this opportunity to welcome all new and existing patients to ImogenDental. We have purpose-built dental practices in Benson and Kingsclere which offer high quality general and cosmetic dentistry to patients of all ages and most disabilities.

The principal dentist, Dr Neel Tank, is a General Dental Surgeon with special interests in advanced restorative treatments and dental implants.

He has successfully completed over 100 implant cases both simple and complex. We also have a highly experienced dental team, with their own special interests in the field of dentistry, such as root canal therapy, periodontology (gum treatment) and oral surgery, that have added to the success of the practices.

Our Aim

It is our philosophy that the patient always comes first. We have created two dental practices of high standards, a team passionate about patient care and an environment that enhances the experience that our patients will enjoy. We promote dental health and encourage preventative techniques helping you to understand how to maintain a high standard of oral hygiene and keep you free from tooth decay and gum disease.

We are committed to providing the highest possible standard of care for our patients using all the modern facilities and techniques available to us. An important part of fulfilling this commitment is ensuring that we work in partnership with you. This helps us understand you and to attend to your specific needs.

Dental Care

In addition to routine treatments we also offer:

- Dental Implants
- Inman Aligner orthodontics
- Tooth Whitening
- Edelweiss Veneers
- High quality crown & bridge work
- Facial Aesthetics
- Mouth Guards
- Denture cleaning services

Hygienist

Our Dental Hygienists/Therapists are available for preventative treatment and oral hygiene advice. We offer a range of Oral Hygiene products at the practice.

Children

We ask patients to bring their children with them so they can be seen regularly to help them grow up free from dental disease and phobias.

Our policy is to see children (0 to 18yrs) free of charge under NHS conditions (if

capacity is available). They can also benefit from the full range of private treatments that are available.

Treatment Plans

At ImogenDental your dentist will provide a full range of treatment available for you. After a thorough clinical oral health assessment, your dentist will describe the treatment that he or she recommends and advise any alternatives that are available.

A written estimate and treatment plan will be provided. Where appropriate, the dentist will use visual aids to help explain the treatment. Please do not hesitate to ask questions, we want to be sure that you fully understand and agree with the treatment proposed.

Access

Both of our practices are able to offer disabled access, they are both on ground level, and disabled toilets are provided. Disabled parking is also available at both practices.

Keep Us Informed

We may ask you about any medication you are taking. Make a note of their names and tell us about them when you attend. If you change your address or telephone number, please let us know as soon as possible.

This helps keep our records up to date and ensures we communicate as efficiently as possible with you. From time to time we may ask you to fill in a Medical History Questionnaire to assist in our diagnosis and treatment. This information is confidential.

Our team

The team members are highly qualified and registered with the General Dental Council. They attend regular courses and keep a high level of continuous professional development. This allows us to provide the highest possible standard of dental care for our patients.

Sterilisation & Hygiene

Cross infection control is essential for the safety of our staff and patients.

We pride ourselves on the measures taken to prevent any cross infection and every member of our staff receives training in practice protocols. Current standards are governed by new legislation which the practice adheres to and exceeds all recommendations. Regular audits allow the practice to maintain its high standards.

Patient Confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only essential members of staff have access to patient information. We have a strict confidentiality policy.

Patient Satisfaction

We believe that we offer an excellent standard of dental care and would hope that you will have no cause for complaint. However, should you wish to bring anything to our attention, we are always happy to hear from you as it helps us to improve our services. If necessary, please write or speak to our practice manager. If you are pleased

with the care and treatment you receive from our practice, please tell us & also recommend us to others. We always welcome new patients. Our website www.imogendental.co.uk has lots more information about the team, our services, and the care we provide.

For anyone wishing to stay up-to-date with practice offers and news we are available as a page on facebook, 'like' us to enjoy news, updates and special offers. You can also follow us on twitter @ImogenDental

Appointments

Every effort is made to see patients at the appointed time, however if you are kept waiting there is always a good reason, so please be patient.

If you need to be seen urgently, then phone the practice as early in the day as possible. Our dentists have very full diaries so if you need to cancel an appointment, please give us at least 24 hours notice otherwise cancellation charges may be incurred.

Emergency Service

If you are in pain during surgery hours, please telephone the practice as early as possible during our opening hours and every effort will be made to see you as soon as possible.

If you are in pain outside surgery hours, our telephone answering service will provide you with the number to call or use the following:

NHS Direct – 0845 4647 or
Out of Hours Service - 111

Charges

It is our policy to give patients full information about the cost of their dental care before any treatment is undertaken. Patients may pay for their dental care by Cash, Cheque or Credit/Debit Card. Our normal practice policy is that patients are asked to pay the fee for the treatment received at the time of their visit. Patients may also join our ImogenDental Membership and enjoy all its benefits for a modest monthly payment.

Opening Hours – Benson

Mon, Wed Thurs 9:00am – 5:00pm
Tues 9:00am – 7:00pm
Fri 8:00am – 1:00pm

Opening Hours - Kingsclere

Mon & Thurs 8:30am – 4:30pm
Tues & Wed 9:00am – 5:00pm
Fri 9:00am – 4:00pm

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