

Making an appointment

Please contact the Practice by phone, email, or in person to arrange an appointment. Please specify your preferred clinician when booking. If you need to cancel, please give a minimum of 24 hours' notice, this will allow us to offer the appointment space to another patient.

Cancelling Appointments

We kindly request a minimum of 24 hours' notice if you need to reschedule your appointment. This helps us manage our schedule effectively, offering timely care to patients in need.

Missed appointments

In the event of a missed appointment, we retain the right to withhold further appointment offerings. Should you wish to appeal this decision, please submit a written request to the Practice Manager. Please note that missed appointment fees apply to our private services.

Appointment Reminders

If you have provided a mobile number, we will send you a text message 48 hours before your scheduled appointment. If you have provided an email we will send you a reminder, email a week before your appointment.

Emergency Care

During normal opening hours telephone 01946692655 or email whitehaven@the-dds.co.uk, every effort will be made to accommodate you as soon as possible.
Out of hours: 111
DPAS patient: 08081698117

Patient Satisfaction & Complaints

Our commitment at the Practice is to deliver the highest standard of care to all our patients. We value your comments and suggestions, striving to involve our patients in every step of their dental care journey. If you have any concerns about any aspect of our service, please address them with the relevant staff member promptly. Our Complaints Policy is accessible at the reception desk and on our website for your reference.

Dental Health Records

Patients have the right of access to their manual and computerized records in accordance with the Data Protection Act 1988, Freedom of Information Act 2000, and GDPR. For further information, please enquire at reception.

Please refer to our Patient Attendance Charter available on our website for more information.



The Dental Design Studio
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Whitehaven, CA287AR

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Email - Whitehaven@the-dds.co.uk
www.thedentaldesignstudio.co.uk



Opening hours
Mon, Tue & Fri 9 am to 5 pm
Wed & Thurs 9am to 6pm
Lunch closure between 1pm to 2 pm

Find us on
Facebook – The Dental Design Studio
Whitehaven
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Whitehaven



Location

We are a well-established and highly regarded dental practice located in the heart of Whitehaven. Our central location offers easy access, with several pay-and-display car parks nearby. We are just a short walk from Whitehaven railway station and only three minutes from local bus stops, making us convenient for patients traveling by public transport.

Please note that, at present, disabled access is not available.

Our practice features two fully equipped, modern surgeries designed to deliver high-quality care in a welcoming and comfortable environment. Each surgery is fitted with digital radiography and patient information monitors, allowing us to provide efficient, informed, and patient-centred treatment.

Our Team

A comprehensive list of our dedicated clinicians is available at reception and on our website.

It's important to note that all our dentists are self-employed professionals and take responsibility for their clinical treatments.

Behaviour

In the interest of maintaining a safe environment for all, patients exhibiting violent, abusive, or aggressive behaviour will not be accommodated at the practice.

Additionally, patients who choose not to comply with the dentist's treatment recommendations may no longer receive treatment.

Quality Assurance

Our quality policy is dedicated to delivering a service that consistently meets the needs and expectations of our patients. This commitment to excellence is upheld through a robust clinical governance system, ensuring continuous enhancements in the workplace for each member of our practice team. As proud members of the BDA and adherents to the GDC, we align with their policies and procedures to uphold the highest standards of best practice.

Our stringent cross-infection control measures adhere to HTM 01-05 guidelines. Additionally, our practice is registered with the CQC, undergoing regular inspections and audits to further demonstrate our unwavering commitment to maintaining quality and compliance.

Treatment Plans

At the start of your treatment course, you will receive a personalized dental treatment plan outlining the estimated costs. Please note that treatment plans are expected to commence within 2 months. Failure to initiate the plan within this timeframe will result in closure, requiring a new treatment plan to be initiated if you wish to proceed. Additionally, we are obligated to complete your treatment within a reasonable duration. Therefore, it is essential for you to schedule and attend the necessary appointments to ensure the timely completion of your plan.

Our Services

We are currently accepting new patients on our Monthly Membership Plan or as a pay as you go.

What We Offer:

Preventative Dental Care

Professional Hygiene Services

Root Canal Treatment

Restorative Dentistry

Crowns & Bridges

Dentures

White (Composite) Fillings

Teeth Whitening

Payment Options

We offer flexible and convenient ways to pay and are PPS compliant:

Cash

All major credit & debit cards

Finance options available – ask us how we can help spread the cost of your treatment.