



## **General Practice Information**

## General Practice Information

1. Thank you for choosing Resolution Specialist Treatment Centre as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to our reception team or our Lead Manager, Fiona Harvey on 01935434440 or [mail@resolutionsmile.com](mailto:mail@resolutionsmile.com) who will be able to assist you. The practice provides high quality dental care to the local community, carried out by dentists with specialist interests. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.
2. Our practice is limited to NHS orthodontic treatment only; we don't provide general dentistry. Please contact the NHS Local Area Team on 0300 3112233 if you would like to have details of dental practices offering general dental care. The NHS contract holder (contract number: 6449270003) is Dr Mark Brickley. The contract was commissioned by Bristol, North Somerset and South Gloucestershire CCG Tel: 0117 976 6600. Email: [bnssg.contactus@nhs.net](mailto:bnssg.contactus@nhs.net)  
Write to: Bristol, North Somerset and South Gloucestershire CCG, South Plaza, Marlborough Street, Bristol, BS1 3NX. <https://bnssgccg.nhs.uk/contact-us/>
3. We also provide other treatments on a private basis. For further information on our full range of services, please contact our reception team on 01935 434440 or [mail@resolutionsmile.com](mailto:mail@resolutionsmile.com). If you would like to make an appointment, please telephone or email the practice and we will be pleased to arrange a convenient time for you.

**4. We are open during the following times:**

Monday	0830	1700
Tuesday	0830	1700
Wednesday	0830	1900
Thursday	0830	1900
Friday	0900	1700
Saturday	0900	1700
Sunday	Closed	

**5. We reserve the following times for our private patients:**

Wednesday	1600 – 1900
Thursday	1700 – 1830
Saturday	0900 – 1700

- If you should require out of hours emergency orthodontic treatment please call the Somerset Dental Helpline on 0300 123 7691 for advice.
- Should you have a dental emergency outside of the practice opening hours, please call 111.
- If you would like details of dental practices offering general dental care, contact the NHS Local Area Team on 0300 3112233 or visit [www.nhs.uk/service-search](http://www.nhs.uk/service-search). This is a service provided by NHS England Local Area Team which is responsible for commissioning dental services in this area

### Other information

6. You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to

express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

7. The following languages are spoken at the practice: English, Romanian, Italian and Bulgarian,
8. We endeavour to see all patients and our practice has been designed so patients with disabilities can access care. 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.
9. If you need to cancel an appointment please be aware that our diaries are normally booked 10-12 weeks in advance. Our reception team will, wherever possible, offer you a cancellation. Missing appointments wastes time and resources which are needed for other patients.
10. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities
11. At your first appointment we do ask that any patient, under the age of sixteen, should be accompanied by a parent or guardian.
12. We will always welcome a friend or relative who may accompany the patient into surgery regardless of the patient's age. If you require a chaperone for your appointment please contact the practice beforehand to arrange this.
13. Resolution Specialist Treatment Centre is owned by Dr Mark Brickley as a Sole Trader.

### **Complaints procedure**

14. We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact the practice manager, Fiona Harvey, who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception.

### **Patient confidentiality**

15. We take patient confidentiality extremely seriously at Resolution Specialist Treatment Centre and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

The practice regularly communicates with its patients by email to confirm appointments and costs of treatment. We will not to send by email any information regarded as personal – for example, information about treatment planning and treatment.

For you to benefit from receiving these communications, we need you to give your agreement for us to contact you by email. If we do not receive your acceptance, you will not receive email communications from us. Please ask for an agreement form from reception or download a copy to sign from our website.

## Methods of payment

16. We accept the following methods of payment at the practice: cash and all major credit (except American Express) and debit cards. We also accept payment by bank transfer; please ask at reception for details. We offer a range of finance options including interest free plans, subject to terms and conditions. These facilities are provided by Duologi.

## Our team

### 17. NHS Contract Holder:

#### **Dr Mark Brickley BDS MScD PhD FDS RCS (Ed) MOrth PhD - GDC Number 63661**

Dr Mark Brickley qualified as a general dentist in 1988 from Bristol University. Mark worked in general practice until 1991 when he undertook further studies in orthodontics at Cardiff university. During this time Dr Brickley gained his doctorate in dental decision making, an MScD in orthodontics and an MOrth (RCS Ed) in orthodontics from the Royal College of Surgeons. He was accepted onto the internationally recognised specialist list in Orthodontics in 2000. Mark is active in the Somerset Orthodontic study group and the British Orthodontic Society having held various posts over the years. Mark has a special interest in Temporomandibular Joint Dysfunction (TMD) and cervicogenic headaches, partnering with a multidisciplinary team to provide a unique integrated service for these problems.

#### **Larissa Galie DMD MOrth MSc - GDC number 187244**

Larissa has recently joined the team at Resolution and is settling in well. She spent 6 years at dental school in Bucharest, Romania, graduating in 2006 followed by a 3 year orthodontic postgraduate program graduating in 2009. She worked in private practice first as a general dentist 2006-2008 and then as specialist orthodontist from 2009 onwards in private practice in Bucharest until 2011 then in a specialist practice in Chelmsford Essex until 2015. Since graduation Larissa has attended numerous courses and has a special interest in aesthetic appliances (ceramic, Invisalign, lingual) and adjunctive orthodontics which are integrated with other specialities like restorative work and implants to treat patients that require complex dental work.

#### **Sue Jones BDS - GDC Number 62599**

Sue qualified as a dentist in 1987 from Manchester Dental School. During her time there she took a break from clinical studies to complete a BSc degree in dental sciences. After graduating Sue worked at Manchester Dental hospital for a time; she then worked in general practice in Macclesfield and Glossop before returning to her roots in Somerset. Sue undertook further training at Yeovil District hospital to pursue her interest in orthodontics. In 2000 Dr Brickley founded Yeovil Orthodontics and Sue has been part of our team since the very beginning.

#### **Spyridon Siakoufis -**

**DipDs 2002 | MSc Clin Period. 2013**

**GDC Number 82984**

With a special interest in Periodontics

Spyridon joined Resolution in April 2018 having qualified in Clinical Periodontology at the University of Central Lancashire in November 2013; a three year course that qualifies the practitioner to diagnose, treat and manage gum disease.

After qualifying as a dental surgeon in 2002, Spyridon came to England in 2004 where he continues to practice.

Periodontics became a passion for Spyridon when he realised that this was an area where he could make a real difference to the patient's outcome. Gum disease is so often the hidden culprit behind tooth loss, with very little evidence of its presence until real damage has occurred. It can cause teeth

to move and gums to bleed, recede and allow infection in. It is also linked to serious medical problems such as stroke, diabetes and cardiovascular problems. Identifying gum disease can also help flag up a potential medical problem the patient may be unaware of.

**Martin Damyanov - DMD (Sofia, Bulgaria) - GDC Number 112397**

Martin graduated from Medical University of Sofia in Bulgaria in 2003, since then he has pursued clinical excellence through many post graduate courses and seminars and has become a member of the British Endodontic Practice. Martin has developed a passion for restorative dentistry and Endodontics. This passion led him to successfully gain a Certificate in Endodontics at UCL Eastman Dental Institute and a Diploma in Endodontic Practice at the same institute. With a calm, gentle and reassuring manner Martin provides a full spectrum of restorative treatments, he has a special interest in treatment of complex endodontic (root filling) cases.

**Fernando Fiorini (Dentist)**

**Dip Dent Rome 2003 GDC No. 118220 (M)**

Fernando graduated as a Dentist in Rome in 2002. He joined Resolution in Sept 2018. Outside of work he loves windsurfing, playing tennis, gardening and spending time with his family.

**Georgios Lazaridis**

**MSc ImpDent, MFGDP (UK) GDC No. 80364**

Dr Lazaridis graduated in 1998 with excellence in the University of Sofia. Immediately after graduation worked in a specialist prosthodontist practice where he developed special interest in implant dentistry and prosthodontics.

After gaining experience in hospital and general practice environments, in 2006 he completed a postgraduate surgical dentistry course North West Deanery at University Dental Hospital Manchester. In 2008 he was awarded the MSc in Implant dentistry from Warwick University. Having had interest in academic work, immediately after graduation he became an Associate Fellow for the Institute of Clinical Education at Warwick Medical School as an assessor and tutor in the MSc Implant Dentistry course until 2013. Over the last few years George has concentrated in the clinical implant dentistry and he continues to be involved in lecturing both nationally and internationally.

George has a particular interest in the treatment of comprehensive implant and restorative cases and the management of peri-implantitis.

Dr Lazaridis is an active member and registered mentor with Association of Dental Implantology (UK) and a full member of the Faculty of the General Dental Practitioners UK.

He spends most of his free time with his two daughters and enjoys reading ancient philosophy.

**Our dentists are supported by our committed team:**

**Hygienist – Amanda Reynolds- CEB Dip Dent Hygiene 1995 - GDC Number 136187**

**Othodontic Therapists**

**Kirsty Gibbs** - Dip Ortho Therapy- GDC Number 115936

**Cassie Tozer** - Dip Ortho Therapy- GDC Number 199131

**Associated Professionals:**

**Judith O'Hagan** - Transpersonal Psychotherapist

**Martin Young BSc (Hons), MPhil ,DC, FRCC, FRSM**– Chiropractor

**Jenny Albiston BDS (Hons) DPDS PGCert FHEA GDC no: 85329** – Facial Aesthetics

**Fiona Harvey** - Lead Manager

**Alex Catton** - Finance & Marketing Manager

**Nurses:**

**Abby Barnes – Clinical Lead** GDC Number 175035

**Dental Nurses:**

Abi James - GDC Number 245998

Carmel Rafferty - GDC Number 157699

Charlotte Cheesman - GDC Number 261013

Laura Atkins - GDC Number 124051

Rachel Thorne - GDC Number 133564

Sharon Read - GDC Number 128609

Carla Osborne –GDC Number 272332

Paris Groves - GDC Number 269819

Emily Smith - Trainee

**Admin/Reception:**

**Gemma Moffat – Non clinical Lead**

Hannah Barker – Treatment Coordinator

Amy Foyle – Treatment Coordinator

Annette Poulton – Administrator/Receptionist

Bec Groves – Administrator/Receptionist

Sarah Gunnis– Administrator/Receptionist

Megan Butt– Treatment Coordinator/Administrator/Receptionist

George Busby – Administrator/Receptionist

Zoe Merrick – Accounts Assistant

Teagan Buckley – Administrator/Receptionist

Katie Gould – Administrator/Receptionist

## Our contact details

18. Resolution Specialist Treatment Centre, Becket House, Hendford, Yeovil, Somerset, BA20 1TE.  
Tel: 01945 434440 Email: [mail@resolutionsmile.com](mailto:mail@resolutionsmile.com) Website: [www.resolutionsmile.com](http://www.resolutionsmile.com)



We are situated next door to Beales (formerly Denners) opposite Lacey's Estate Agents and at the end of the same short road as Natwest Bank. Whilst there is no parking available at the Centre there are a number of public car parks within easy walking distance.

