Our Practice and the treatments available

Smile Solution offers a welcoming and friendly environment with state-of-the art facilities (including a digital x-ray suite and 3D scanner). The practice is led by our specialist orthodontists who are registered with the General Dental Council's list of accredited orthodontic specialists. We monitor treatment results to ensure that excellent standards of care are maintained for our patients.

We offer NHS treatment for eligible children using conventional braces.

Our current wait for NHS Orthodontic treatment from referral to start is 30 months.

Adults are treated privately with a variety of more discreet braces. (This service is also available for children.)

Missed Appointments - Missing an appointment wastes time and resources which are needed for other patients. Missed appointments will be recorded as **Failed to Attend.** If, for any reason, you miss an appointment we may contact you by phone or letter to ensure a new appointment is arranged. Patients missing more than 1 appointment may be discharged where there is no reason given.

Late Arrivals – Whilst every effort is made to see all patients, if you arrive late for your allotted appointment, it will be regarded as a missed appointment and marked as **Failed to Attend**. This avoids making other patients wait.

Late Cancellations – Please provide us with as much notice as possible if you have to change or cancel your appointment. We require whenever possible 24 hours notice. This will enable us to reschedule our list and perhaps see someone in need of emergency treatment care.

6 The Parade,
Shirehampton,
Bristol
BS11 9TS
Telephone
0117 9828222
www.smilesolution.co.uk
EmailS
info@smilesolution.co.uk
shirehampton.smilesolution@portmandentex.com

A practice dedicated to Orthodontics

Tel 0117 9828222

We now send appointments reminders and welcome correspondence by e-mail

Staff:

Orthodontists

Suzanne Barlow (Director/specialist orthodontist)
BDS (King's College London), FDS RCS (England), MSc (King's College London) M Orth RCS (England) GDC number 66134

Helen Leach (Director/specialist orthodontist)
BDS (Guy's and St Thomas's Hospitals, London), FDS RCS (Edinburgh), MSc (Bristol), M Orth RCS (Edinburgh)
GDC number 67522

Joseph McGill (Director/specialist orthodontist)
BDS (Glasgow), MSc (Newcastle), FDS RCPS (Glasgow),
M Orth RCS (Edinburgh), MSc (Bristol) GDC Number 67728

Orthodontic therapists:

Louise Payne
NEBDN Dip Ortho. Therapy GDC number 128393
Louise qualified as an orthodontic therapist in 2012

Rebecca Collett
NEBDN Dip Ortho. Therapy, GDC Number 135410
Rebecca qualified as an orthodontic therapist in 2024

Sarah Manley
Dip Ortho Therapy(Lancashire) GDC number 218479
Sarah qualified as an ortho therapist 2025

Samantha Braddock (Dentist)
BDS Bristol,DPDS Bristol
GDC Number 68068

Joanne Russ (Dentist)
GDC Number 68219

Nursing Staff

Nicola Bielby NEBDN GDC Number 134325
Melissa Trego GDC Number 297467
Danielle Monks GDC Number
Hannah Price GDC Number 299838
Rebecca Guest GDC Number 158430
Chelsea Chisanga – Trainee dental nurse

Lead Reception /Nurse

Mellony Floyd NEBDN GDC Number 147056

Reception

Nicola Lewis

Practice Manager

Ali Gowan

Orthodontics involves managing the development of the teeth, straightening teeth and correcting the bite. Both children and adults can have orthodontic treatment. At your first visit, the orthodontist will examine your face, mouth and teeth. Scans and x-rays may be taken if necessary. No actual treatment will be carried out. If treatment is needed, we will explain your options. Successful orthodontic treatment needs not only a good orthodontist, but co-operation from the patient too. Your orthodontist will listen to what you want from treatment, and discuss your treatment plan with you.

Treatment Costs

Your orthodontist will provide a written treatment plan with treatment costs. Children under the age of 18 do not pay for NHS treatment. Private Patients can pay by major credit and debit cards, or there is an interest free finance option. available.

Disabled Access/Privacy

We are keen to accommodate all patients. If you have mobility, sight or hearing difficulties, or any other special needs, please let us know. This leaflet can be made available in other formats.
If you need to speak to someone confidentially, let our receptionist know and this can be arranged in a more private area.

Regulatory Bodies :

We are regulated by the General Dental Council and Care Quality Commission. Please let us know if you are not happy with any aspect of your care and we will do our best to meet your needs. If you wish to complain, our complaints policy is available from reception. If you are not satisfied with our response, you can complain to NHS England, Complaints officer, South Plaza, Marlborough Street, Bristol BS1 3NG, Tel 0113 8253629. Email Pauline.rowles@nhs.net. For private patient complaints contact the General Dental Council, 37 Wimpole Street, London W1G 8DG. Email www.dentalcomplaints.org.uk. Telephone 0845 2224141

Practice Hours

Monday 9am to 6pm
Tuesday 9am to 5pm
Wednesday 9am to 5pm
Thursday 9am to 5pm
Friday 9am to 5pm
Saturday closed
Sunday closed

Transport

Bus stop very close to the practice on Shirehampton Green. Shirehampton Station (Severn Branch Line) is nearby. There is free parking in front of the practice
(limited to 1 hour stay) and in neighbouring streets
(Pembroke Road and Station Road). There is a council
car park off Waverley Road behind the Health Centre.

Appointment Times and Cancellations

A large number of our patients are children and appointments out of school hours are not always possible. Our receptionists will do their best to find convenient times, but please understand that flexibility over when you can attend helps us to arrange an appointment within the timescale you need. If you need to cancel an appointment, please let us know well in advance so that we can plan our time effectively. We have allotted times in our appointment book to see patients who have an emergency. These slots will be the only times offered to you in the event of an emergency appointment.

Emergency Appointments

If you are having problems with your brace, please let us know as soon as possible, so that we can advise you whether an urgent appointment is needed. If a broken brace is causing serious pain out of practice hours and you are a NHS patient then please dial NHS 111 by dialling 111 on your telephone. Private patients need to ring 0117 9828222 and follow the instructions given to resolve the problem.