

# Meet the Team

Dr. Mark O'Hara

Managing Partner  
& Clinical

GDC: 177535

Lead Dental Surgeon

Dr. Vipul Kataria

Specialist in Endodontics GDC: 77684

Dr. Sheetal Patel

Dental Surgeon GDC: 229381

Dr. Narina Evans

Dental Surgeon GDC: 252103

Dr. Magenta Merrony

Dental Surgeon GDC: 278531

Fay Eves

Dental Hygienist GDC: 2908

Kozue Miura - Giordano

Dental Hygienist GDC: 124593

Dr. Donal Garland

Dental Surgeon GDC: 61494

Dr. Sarah Hosier

Dental Surgeon GDC: 104197

Dr. Sonal Pande

Dental Surgeon GDC: 149781

Dr. Sarah Harvey

Dental Surgeon GDC: 279648

Sheila Whittaker

Dental Hygienist GDC: 3253

Keely Summers

Dental Hygienist GDC: 213368

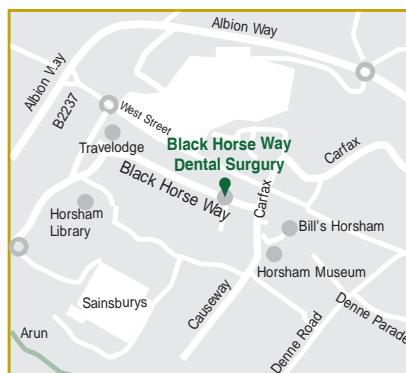
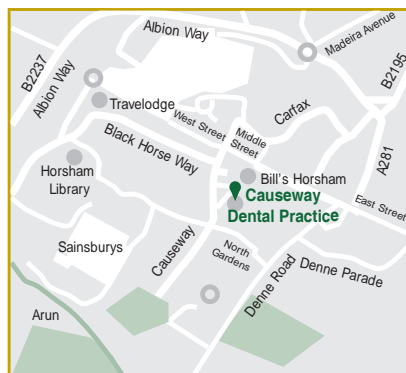


## The Causeway & Blackhorse Way Dental Practices

Sussex Health Care Group



## How to find us



The Causeway Dental  
Practice

**01403 252 477**

The Blackhorse Way Dental  
Practice

**01403 254 615**

The Causeway  
Dental Practice  
8 Causeway, Horsham  
West Sussex, RH12 1HE

Email: [thecausewaydentalpractice@soegateway.com](mailto:thecausewaydentalpractice@soegateway.com)

The Blackhorse Way  
Dental Practice  
7 Blackhorse Way, Horsham  
West Sussex, RH12 1NU

Email: [blackhorseway@soegateway.com](mailto:blackhorseway@soegateway.com)

[www.causeway-dental.co.uk](http://www.causeway-dental.co.uk)

## WELCOME

At the Causeway & Blackhorse Way dental surgeries we have offered a high quality dental & hygienist service to our patients for over 30 years.

We provide a full range of NHS (excluding sedation & orthodontics) and private dental services to our patients.

Our dentists are supported by a committed team of dental professionals. Full details of our support team are available in practice or via the website.

## OPENING TIMES

Monday	8.30 – 5.00
Tuesday	8.30 – 5.00
Wednesday	8.30 – 5.00
Thursday	8.30 – 5.00
Friday	8.30 – 5.00

We offer a number of late evening & Saturday private sessions, please ask your dentist or the reception team for further details.

## MAKING APPOINTMENTS

If you would like to make an appointment please contact the reception team. We encourage patients to book ahead for their next dental examinations to avoid disappointment. For those who are unable to do so, we shall forward a SMS or email allowing you to arrange online appointments at a later date.

## MISSED APPOINTMENTS

If you fail to keep your private appointment or cancel at short notice (less than 24 hours) a minimum charge of £15 per 15 minutes booked will be applied to your account. This may be greater for complex or specialist services.

If you fail to attend a NHS appointment or cancel at short notice twice within 12 calendar months you may be removed from our NHS patient list.

## PAYMENTS

Patients are to settle their accounts on or before completion of treatment. Deposit payments are required at each stage of treatment.

We take payments by Cash & Credit/ Debit cards.

We offer a range of private finance & health plans to help spread the cost of your treatment– please ask us for further details.

## EMERGENCY CARE

During practice hours we endeavour to see our patients who have a dental emergency on the same day. Please call the practice and your problem will be triaged by our team. Outside of practice hours please see our website, use our automated telephone system or call the NHS helpline 111 for details. Our Health Plan patients may also call 01206 788816.

## ACCESSIBILITY

Many of our surgeries are either on a 1st or 2nd floor location in our listed buildings. We have limited ground floor surgery access at our Blackhorse Way location.

If you have any mobility concerns please speak with us and we shall be pleased to assist you in finding a more suitable practice. We may also contact the local NHS team on your behalf.

## DATA PROTECTION

We take confidentiality seriously and all data in regards to a patient is treated with the strictest confidence and in accordance with our legal obligations. If you would like a copy of our data privacy policy, please contact our reception team or visit our website.

## WAITING TIMES

We pride ourselves on trying to run on time, but due to the nature of the business we are sometimes unable to do so. We apologise if on some occasions we keep you waiting.

## VIOLENCE & BEHAVIOUR

If a patient is abusive or violent towards any member of our practice team, the treatment will be terminated and the police will be informed. The local NHS team may also be informed.

## YOU ARE RESPONSIBLE FOR

Treating our practice team with courtesy & respect at all times.

Following your dental professionals' advice on how to prevent decay, gum disease and other oral health conditions.

Paying your account on time. If required, bringing proof of NHS exemption entitlement, (the NHS will apply a minimum fine of £100 for false claims).

Giving at least 24 hours notice if you have to cancel an appointment.

Attending for the advised recall examination periods to maintain your position at the practice.

Inform our team if your weight is above 21 stone or 133kg – our dental chairs cannot take weight above this limit and could result in a serious injury to yourself or a member of our team.

Arrive early or on time for your appointment.

Keeping mobile phones on silent while in the practice.

## FEEDBACK & COMMENTS

We will ask you for your feedback and comments in the practice or via email. This allows us to improve our services & processes for all our patients. Please inform our team if you do not wish to be included in our patient surveys or you wish to change your marketing preferences.

## COMPLAINTS PROCEDURE

For Private & NHS treatment please contact the Practice Manager in the first instance by Phone, Post or Emailing [thecauseway@sussexhealthcare.co.uk](mailto:thecauseway@sussexhealthcare.co.uk) stating the nature of the complaint where we will endeavor to resolve it. If there is no satisfactory outcome then you can contact the following regulatory bodies as stated in our Complaints Procedure which is available on our Website and in Reception.

For NHS treatment you can make a complaint to NHS services by emailing NHS England: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or telephone 0300 311 2233

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman: please call 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For private dental treatment you can contact the GDC private dental complaints service by calling 0845 612 0540 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

You can contact the Care Quality Commission by calling 03000 61 or visit [www.CQC.org.uk](http://www.CQC.org.uk)

The General Dental Council is responsible for regulating all dental professionals; you can contact them on [information@GDC-org.uk](mailto:information@GDC-org.uk) or by calling 0845 222 4141.

## THANK YOU

We would like to you thank you for reading this leaflet and entrusting us with your dental health needs. If you have any further questions please contact our reception team.