



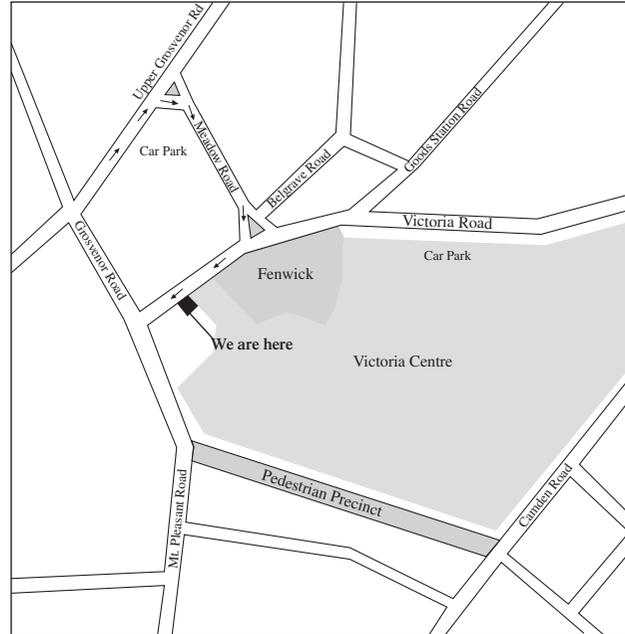
Dr. Helen Poon.
BDS. (Lond) 1986
L.D.S. R.C.S.(Eng).
GDC number: 61903

Dr. Poon qualified at King's College, London and was subsequently selected for the most competitively sought-after staff post in the Departments of Oral Surgery and Paedodontics (children's dentistry). During her time there she gained valuable experience in treating referred complex oral surgical and paedodontic cases that were beyond the scope of general practitioners.

Dr. Poon has undertaken postgraduate training in North America and Switzerland, particularly in the fields of Prosthodontics and Aesthetic Dentistry. These disciplines are relevant to the cosmetic treatment of missing teeth and smile makeovers.

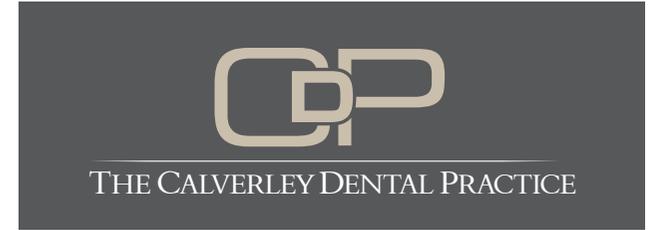
She has a very relaxed and friendly manner, which helps to put even the most anxious people at their ease.

We also have two hygienists: Mohsin Ali Mughal (GDC number: 109237) who works on Wednesdays and Poppy Walsh (GDC number: 6538) who is available on Fridays to help you maintain your gum health.



You will find us next to Fenwick at the rear entrance to the Royal Victoria Place Shopping Centre. We are diagonally opposite the main town Post Office, at street level. The nearest multi-story car parks are within the Royal Victoria Place Shopping Centre and Meadow Road car parks. The practice on the ground floor and is fully accessible.

We operate a complaints resolution procedure that is fully compliant with the General Dental Council guidelines as well as the British Dental Association Best Practice guidelines. In the unlikely event that a patient should wish to raise a complaint about the service which we have provided, they should contact, by telephone, letter or e-mail, Dr. Helen Poon, the Complaint Resolution Co-ordinator, who will give the matter her immediate and full attention. Should this not resolve the issue to their satisfaction then patients could consult the Dental Complaints Service (General Dental Council) on 020 7887 3800 or www.gdc-uk.org



Calverley Dental Practice

8, Goods Station Road,
Tunbridge Wells, Kent, TN1 2BJ
Telephone: 01892-543898
www.calverleydental.co.uk

Welcome

Welcome to our dental practice in Tunbridge Wells. We are committed to providing a service of the highest quality, using the most up-to-date dental techniques in a pleasant, friendly and relaxing environment.

We welcome everyone, particularly anxious or nervous dental patients and we look forward to showing you that dental treatment can be a comfortable, stress-free and positive experience.

Our practice has grown through recommendation over the years, so why not come and see our approach for yourself with a no-obligation visit.

Family Orientated Care

We welcome the whole family and our young patients enjoy coming to see us. With a little encouragement and sensible dietary advice, the goal of no fillings EVER is quite achievable!

For those who do need some treatment, our patience and experience allows the children to leave the practice healthy and smiling.

Anxious and Nervous Patients

Our patients have told us that our gentle manner, together with the time we spend on explaining and informing them fully of their dental health and treatment needs make them much more relaxed and confident that the treatment process will not be uncomfortable.

We use recognised techniques to ensure that even the most nervous patient feels much more in control. We utilise an extensive range of such techniques in order to tailor treatment to nervous individuals, so that they can calmly cope with any treatment they may need. Visit our website to read some of what our patients have said about this.

Appointments

Appointments may be made by contacting our reception, which is normally open:

Monday:	8.15a.m. - 4.30p.m.
Tuesday:	8.15a.m. - 4.30p.m.
Wednesday:	8.15a.m. - 4.30p.m.
Thursday:	8.15a.m. - 4.30p.m.
Friday:	8.15a.m. - 4.00p.m.

We are closed for lunch between Noon and 1p.m



Emergency treatment

We will always endeavour to see our patients on the same day as their dental emergency. It would be most helpful if you could contact us as early in the day as possible.

We have out-of-hours arrangements for dental emergencies that can be found on the practice answer phone message.

Fees

We are a private practice with a small NHS contract. This means our adult patients are predominantly seen on a Private basis. We can accept new patients on an NHS basis if we have availability on our NHS contract.

During your very first visit, we will listen carefully to any dental concerns that you may have. We will carry out a thorough and comprehensive examination and then take you through a visual tour, where appropriate, of your teeth and gums. Your oral health status will be explained to you in detail and any necessary treatment options discussed.

We always provide our patients with a logical and itemised treatment plan, together with potential costs in order for them to decide on the options that they prefer.

Dental Surgeons:



Dr. Nelson Poon.
BDS. (Lond) 1986
M.Clin.Dent. (Prosthodontics),
L.D.S. R.C.S.(Eng).
GDC number: 61874

Dr. Poon is a Clinical Examiner and a Clinical Lecturer at King's College Dental Institute, University of London, where he also teaches Aesthetic Dentistry and Prosthodontics on their Masters Degree programmes.

He qualified at King's College, London. He gained his Masters Degree in the specialist field of Prosthodontics from Guy's, King's and St.Thomas' Dental Institute. This field of dentistry is of particular relevance to modern cosmetic treatment of broken down or missing teeth.

He set up the liaison between the Respiratory Medicine Department of King's College Hospital and the Dental Institute at King's College London (Denmark Hill site) to treat those patients suffering from snoring problems who could be treated with dental appliances.