



QUEENSWAY
ORTHODONTICS

Rachel - Invisalign

How to refer to QUEENSWAY ORTHODONTICS

BILLINGHAM | BISHOP AUCKLAND | CONSETT | DARLINGTON | JESMOND | STOCKTON | SUNDERLAND | WASHINGTON | YARM



www.queenswayorthodontics.co.uk



@queenswaybraces



@queensway_braces

Joey - Fixed Braces



Welcome to...



QUEENSWAY
ORTHODONTICS

Queensway Orthodontics, founded by Dr Guy Deeming, is a group of Specialist Orthodontic clinics established more than 10 years ago in Billingham, now with nine sites across the North East. Our practices are in Billingham, Bishop Auckland, Consett, Darlington, Jesmond*, Stockton, Sunderland, Washington and Yarm.

We offer a full range of NHS and private treatment options for children and adults and believe our reputation and five-star reviews are testimony to the patient-centered care our Specialist-led team provides.

*Jesmond private only.

Dr Guy Deeming

Managing Partner
Specialist Orthodontist



Who we are...

OUR SPECIALIST ORTHODONTISTS

At Queensway Orthodontics we have nine Specialist Orthodontists.



Dr Guy Deeming

Specialist in Orthodontics
BDS (Hons), MSc, MFDS,
MOrth RCS
GDC: 77851



Dr Louise Carter

Specialist in Orthodontics
BDS (HONS), MFDS RCS,
MSC, MOrth RCS
GDC: 83936



Dr Heidi Law

Specialist in Orthodontics
BDS (BSC), MCLINDENT, MFDS,
RCS, MOrth RCS
GDC: 151748



Dr Anna Scott

Specialist in Orthodontics
BDS, MOrth RCS, MFDS RCS
(ENG)
GDC: 176891



Dr Jon Chapple

Specialist in Orthodontics
BDS, MFDS RCS, MSC, MOrth
RCS, FDS (ORTH) RCS
GDC: 74381



Dr Colin McMurray

Specialist in Orthodontics
BDS (HONS), MFDS RCS, MSC,
MOrth RCS
GDC: 76455



Dr Kathryn Edwards

Specialist in Orthodontics
BDS (HONS), MFDS RCS, MSC,
MOrth RCS
GDC: 177239



Dr Hamza Parvez

Specialist in Orthodontics
BDS, MSC DPH, MSC Ortho, RCS
GDC: 269371



Dr Ninu Paul

Specialist in Orthodontics
BDS, MSC, MORTH RCS (EDIN), PhD
GDC: 245392

What we do...

OUR SERVICES

At Queensway Orthodontics we offer a comprehensive NHS service for IOTN qualifying patients under the age of 18 and full range of orthodontic treatments including conventional fixed appliances, aesthetic fixed appliances and Invisalign, clear aligners for self-funding patients of all ages.



SPECIALIST CARE

All treatment is carried out by a trained, friendly and experienced member of our Specialist Led Orthodontic Team.



At Queensway we are proud to have treated over 40,000 patients in the last decade including over 4,000 Invisalign patients. We are actively involved with teaching and supporting colleagues both locally, nationally and internationally across a wide range of topics including referral management and IOTN, practice development, digital workflow, change management and Invisalign.



FIXED BRACE TRANSFORMATION



INVISALIGN TRANSFORMATION



Giving Back

At Queensway Orthodontics, we have a commitment to making a positive difference both locally and globally through the way we run our business. We call this commitment, 'Giving Back'.

We ensure a proportion of our time and budget is used to help develop our staff and support good causes in a strategic and planned way.

CSR GOLD ACCREDITED

We are proud to have been awarded a Gold CSR Accreditation through our charitable work and schemes.

REPURPOSE GLOBAL

We are dedicated to reducing plastic waste in the orthodontic industry, helping to revive lives and restore nature's balance by offsetting 40kg of plastic waste for every Invisalign patient treated.

KIDSCAPE

As well as raise vital funds for anti-bullying charity Kidscape, members of the Queensway Orthodontics team have trained as Kidscape Community Leaders, able to identify, help and signpost children and families who may be impacted by bullying.

TERRACYCLE

We encourage our patients and team to recycle Invisalign aligners and old retainers in our Terracycle boxes throughout our practices.

LOCAL FOODBANKS

We are proud to be able to donate 5% of sales of our sundry products in the form of toothbrushes and toothpastes once a quarter to our local food banks.

ENVIRONMENT AND SUSTAINABILITY

Our team are always on the look out for new ideas and measures to improve our care for the environment across the business. Such as providing eco-friendly care packs and using recycled products.



NHS referrals

NHS ORTHODONTIC TREATMENT

Our NHS contract currently funds (at no cost to the patient) orthodontic treatment for patients under age 18 that meet the NHS case selection criteria (the 'IOTN'). This system means that funding is fairly directed towards the most severe cases and those which will benefit from treatment most.

NHS assessments are available to all patients under 18 referred by their dentist. Treatment is not available if the clinical situation is too mild according to the IOTN score or to patients aged 18 years and older. The NHS will only fund one course of treatment (unless special circumstances apply and NHSE approval is given, or previous course was interceptive treatment before 10 years of age).

At Queensway Orthodontics we are however able to offer all patients an assessment free of charge to assess their eligibility for NHS treatment.

All NHS treatment is carried out using high-quality materials and modern techniques under the supervision of a Specialist Orthodontist.

THE INDEX OF ORTHODONTIC TREATMENT NEED (IOTN)

The IOTN scores the severity of the teeth from 1-5:

- 1 or 2 - No/little need for treatment
- 3 - Borderline need for treatment
- 4 - Need for treatment
- 5 - Great need for treatment

REGIONAL NHS REFERRAL FORM



Cases with borderline need for treatment (score 3) are also assessed against a set of nationally standardised photographs to determine final NHS eligibility. If required, the IOTN status of the patient will be discussed during the consultation.

The Regional NHS referral form includes useful guidance as to the qualifying criteria for NHS treatment. You can access the form via the QR code above.

THE INITIAL ASSESSMENT



At Queensway we carry out NHS assessments and triage both face to face and virtually via a secure tele-dentistry platform. One of our Specialist Orthodontists will assess the problems and clinical situation before assigning an outcome with the patient. Following this initial assessment, a report will be sent to the referring dentist via secure nhs.net email (if available) or by post.

Outcomes include:

- Treatment waiting list for NHS treatment- for those patients that are ready to start treatment (please see website for latest waiting times)
- Private treatment - for patients who do not qualify or wish to have treatment on a private basis
- Review - for patients likely to need treatment but require formal orthodontic review
- Discharged - for patients who do not wish to go ahead with treatment or who are not suitable on the grounds of treatment need, motivation, stage of dental development, IOTN or dental health/oral hygiene
- Referral - for a small number of patients with more complex problems, referral to the secondary care for advice and/or treatment may be required

HOW TO REFER

To make an NHS referral, please visit our NHS referral portal by scanning the QR code below. Alternatively, you can fill out the North East standardised referral form and return this to us by post, fax, or secure email attachment: queenswayorthodontics@nhs.net (please note NHS referrals should only be sent between nhs.net accounts).

CONTACT US

For any questions or enquiries regarding referrals or our NHS service please email chantelle.arbon@queensway.co.uk.

OUR PROMISE

We are committed to ensuring that patients continue to benefit from the care and the support of their referring general dentist and will not make internal referrals unless specifically agreed or requested in advance.

NHS REFERRAL PORTAL



For your adult patients seeking the advantages of orthodontic treatment, individuals under the age of 18 who do not meet NHS criteria, or those interested in exploring a selection of aesthetic and alternative appliances, we offer free consultations without any obligations.

We take pride in being the The North's Leading Specialist Invisalign Provider, having also achieved Diamond Apex Status - the top 1% in Europe.

We also provide a range of affordable financing options including in-house flexible payment plans and low-cost finance options with £0 deposit. Rest assured, there are no hidden costs to worry about.

OUR PROMISE

At our practice, we prioritise the continuity of care for our patients and their relationship with their referring general dentist. Therefore, we promise not to make any internal referrals unless it is explicitly agreed upon or requested in advance by the patient and their referring dentist. We are dedicated to maintaining a collaborative approach to our patients' care and will work closely with their existing dental team to ensure the best possible outcomes.



HOW TO REFER

To make a private referral, please visit our website by simply scanning the QR code.



Matilda - Invisalign

Alexandra - Fixed Braces



We have 9 locations!

BILLINGHAM | BISHOP AUCKLAND | CONSETT | DARLINGTON
JESMOND | STOCKTON | SUNDERLAND | WASHINGTON | YARM

All of our sites are accessible, modern and fully digital in preparation for caring for our patients.

Visit our [website](#) to find us!



ACCESSIBILITY

All Queensway Orthodontics clinics are fully DDA compliant with disabled access. Toilet facilities for the disabled are also available within the clinic. It is helpful if you can let us know in advance of any additional requirements or needs you may have so that we can make any arrangements to improve your experience with us.

Queensway Orthodontics does not discriminate on the basis of gender, religion, sexuality, disability or age and is an equal opportunities employer.

JESMOND

1st Floor, 13 Eslington Terrace,
Jesmond,
Newcastle upon Tyne,
NE2 4RJ Prudhoe
0191 281 5976
jesmond@queensway.co.uk

WASHINGTON

The Elms,
Front Street,
Concord,
Washington,
NE37 2BA
01642 352440
braces@queensway.co.uk

SUNDERLAND

The Green,
Southwick,
Sunderland,
SR5 2HT
01642 352440
braces@queensway.co.uk

BILLINGHAM

170 Queensway,
Billingham,
Teesside,
TS23 2NT
01642 352440
braces@queensway.co.uk

STOCKTON

4 Tennant Street,
Stockton-on-Tees,
TS18 2AT
01642 352440
braces@queensway.co.uk

BISHOP AUCKLAND

10 Newgate Street,
Bishop Auckland,
DL14 7EG
01388 433699
bishop.ortho@queensway.co.uk

DARLINGTON

2B Duke Street,
Darlington,
DL3 7AG
01325 809615
ortho.darlington@queensway.co.uk

YARM

17A High Sreet,
Yarm,
TS15 9BW
01642 352440
braces@queensway.co.uk

What we stand for...

OUR MISSION IS:

To be a 'people first' company. We want to give confidence to people who have been reluctant to smile for far too long, and be a place where people love to come to work, too.

OUR VALUES ARE:

People First

Our patients and our team are at the forefront of everything we do. Our number one priority is to provide the best patient care and specialised service. We believe in Real Patients. Real Smiles. Real Confidence. Our goal is to ensure our team feel safe, valued, inspired, and fulfilled by the work that they do.

Responsible

We have a responsibility and commitment to care for our patients, community, and environment in our services and growth.

Enthusiastic

Our success as a business is built on our passion for all we are and all we do.

Trustworthy

We aim to build a strong and trustworthy relationship with both our patients and our team through openness, honesty, and specialist care.

OUR VISION IS:

To become the North's most outstanding orthodontic business. To create confidence and improve wellbeing for everyone.



EDUCATION

We offer a range of educational support and opportunities. For more information and to see the schedule visit the Dentist Zone on our website by scanning the QR code below.



VIRTUAL LUNCH AND LEARNS

If you or your team are interested in how we can support you we are delighted to offer a range of educational opportunities. The best way to keep in touch or find out more is to visit our Dentist Section on the website or to book an (online/remote) lunch and learn just get in touch by emailing chantelle.arbon@queensway.co.uk.

LUNCH AND LEARN SUBJECTS

- Referrals
- IOTN
- Early intervention treatments
- Management of retainers
- Management of emergencies
- Invisalign

VISIT OUR [WEBSITE](#) FOR MORE INFORMATION!



Harry - Invisalign

Mia, Queensway Orthodontics patient



THANK YOU FOR CHOOSING
Queensway Orthodontics