

CREATING CONFIDENCE



"I am a lot more confident with my smile and I love my straightened teeth."



Scan the QR code to see all our reviews! We are rated 5* on both Google and Facebook!



Specialist Orthodontic Team



Dr Johnathan Chapple Dr Guy Deeming

MISSION STATEMENT

At Queensway we are committed to caring for patients in a professional, honest and comprehensive way and strive to deliver an exceptional patient experience for all. We invest continuously in training and technology so that you can be assured of receiving high quality care from experienced clinicians in a clean, safe and well-governed environment. Our highly qualified team is focused on providing excellence in dentistry, supported by evidence, science and innovation.

OPENING HOURS

Monday - closed
Tuesday 7.45am - 5.30pm
Wednesday 7.45am - 5.30pm
Thursday 7.45am - 5.30pm
Friday 8am - 5.30pm

PARKING

There are numerous parking spaces within walking distance from the practice. Please be aware of the parking restrictions on the terrace.

Charging points for electric cars available.

For more useful information about Queensway Orthodontics you can visit www.queenswayorthodontics.co.uk



1st Floor, Eslington Terrace, Jesmond, NE2 4RJ
0191 281 5976
jesmond@queensway.co.uk

[f](#) [i](#) [y](#)
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queenswayorthodontics.co.uk



Welcome to: Queensway Orthodontics

JESMOND

Queensway Orthodontics is a small group of specialist orthodontic clinics established over 10 years ago in Billingham, now with sites across the North East.

We offer a full range of NHS and private treatment options for children and adults. Please note, Jesmond is private only. Our highly trained and experienced orthodontists have been through the required additional years of training to earn the title 'specialist'.

Our reputation and 5-star reviews are testimony to the high-quality patient-centered care they and our wider team provide.

HOW TO FIND US

Queensway Orthodontics is situated in Jesmond, halfway down Eslington Terrace. Please see map and contact details below and if you have any questions about how to find the practice, please contact us.



Car parks
inc disabled



Bus Stops -
Details as shown



Electric car
charging point



Cycle parking



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Information about our clinic - treatment

NHS orthodontic treatment:

The NHS currently funds (at no cost to the patient) orthodontic treatment for patients 17 years of age and under that meet the NHS criteria (the 'IOTN'). This system means that funding is fairly directed towards the most severe cases and those which will benefit from treatment most.

While NHS assessments are available to all patients (aged 17 and under) referred by their dentist, treatment is not available if the problem is too mild according to the IOTN score. NHS treatment is also unavailable to patients aged 18 years and older, or to those who have already undertaken a previous course of NHS treatment. If this applies to you or your child we will explain why and discuss the options as appropriate to the situation (which may include self-funding if treatment is still requested).

The normal procedure is for your family dentist to send a referral to us requesting an assessment, having discussed the possible need and benefit of treatment with you/your child. 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

Cases with borderline need for treatment (score 3) are also assessed against a set of nationally standardised photographs to determine final NHS eligibility. This will be discussed and demonstrated at the first appointment if appropriate.

Examples of problems that might qualify for treatment on health grounds include:

- Upper front teeth sticking out more than 6mm in front of the lower
- Significant crowding of teeth
- Abnormal bites causing damage to the gums
- Abnormal bites causing functional problems
- Missing or impacted teeth.

The initial assessment

At an initial NHS assessment there will be some simple forms to fill out asking about medical and dental history. A specialist orthodontist will then assess the teeth and discuss any problems. This might require the taking of X-rays, photographs or scans of the teeth.

Following this, at the same visit the nature of the problem will be discussed along with the need for and type of any treatment required. At the end of the first visit you or your child will be placed into one of the following groups:

1. Treatment waiting list - for those patients that are ready to start treatment
2. Review - for patients likely to need treatment but are not ready to start
3. Discharged - for patients who do not wish to go ahead with treatment or who are not suitable on the grounds of treatment need, motivation, dental development (not enough adult teeth) or tooth brushing
4. Referral - for a small number of patients with more complex problems, referral to the hospital orthodontic service for advice and/or treatment may be required.

Please note that due to the limited funding of NHS orthodontic contracts and popularity of the service there may be a waiting list before assessment or treatment can begin. We work as hard and efficiently as possible with our partners at NHS England to minimise any waiting. The latest times can be found on our website.

What we ask of our patients

- Continue to see your dentist for regular review appointments as usual
- To cooperate with treatment and wear any appliance or elastics as directed
- Keep all scheduled appointments, or cancel them with at least 24 hours' notice
- Endeavor to arrive on time for your appointments
- Contact us immediately (by phone, email, or social media) if you have any problems with your braces, or think they are broken or damaged in any way
- Do not tamper with your braces or attempt to adjust them at home as this can be dangerous
- Keep your teeth, gums and braces clean during treatment
- Wear retainers as instructed for as long as you want to keep your teeth straight.

Charges for NHS patients

- NHS orthodontic treatment is completely free of charge; however you will be advised to purchase a brace care pack after the brace has been fitted
- Please note that lost appliances or retainers including those damaged beyond repair will result in an NHS charge.

Private orthodontic treatment

Private consultations are free of charge and treatment is available to patients of all ages and regardless of the severity of their problem. Private treatment gives a greater choice of braces (including Invisalign and white braces).

As a private patient you will receive comprehensive post-treatment care, including two years of follow-up appointments with both fixed and removable retainers (as per your clinical need).

More information is available on our website, social media or by calling our patient support hub on 01642 352440.

Our team

At Queensway we have a team approach to looking after our patients. This means that you or your child will be looked after by a combination of Specialist Orthodontists, orthodontic therapists, orthodontic / dental nurses and treatment coordinators.

All team members are fully trained or part of an approved training course, fully insured and operating within their General Dental Council scope of practice. Find out more at www.gdc-uk.org.

Requesting a particular dentist

You can express a preference about which orthodontist or orthodontic therapist you would like to see. While we make all reasonable efforts to ensure that your request is met, this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to see when booking your appointment.

Missed or cancelled appointments

If you need to cancel or rearrange your appointment, please let us know at least 24 hours in advance via our patient app, website portal, text message reminder service, phone, email or social media.

Violent or abusive patients

Queensway Orthodontics refuses to tolerate any form of abusive behaviour towards any team member. In such circumstances you may be asked to leave the premises and may not be allowed to return to the practice for further treatment for you or your child.

Complaints procedure

We recognise that we are not perfect and operate with a zero-blame culture within the clinics. This means we can learn from and make improvements when things may not have gone to plan. An important part of our ongoing improvement programme is a robust complaints procedure that we take very seriously. Our ultimate aim is to give you and your child the highest possible standard of care and service, which means we try to deal swiftly with any problems when they occur.

If you have a concern or complaint, in the first please direct all complaints to the Complaints Manager at Queensway Orthodontics, 170 Queensway, TS23 2NT or email orthopatientsupport@queensway.co.uk. A copy of our complaints procedure is available to download from the website and available on reception.

Patient confidentiality

We take patient confidentiality extremely seriously. All personal information (including photographs) is managed in accordance with the latest regulations as set down under GDPR and the Information Commissioner's Office. Only members of staff requiring access to data in the best interests of patient care can do so, and only once they have completed data management and confidentiality training.

All patient records are stored securely at our clinic or as part of our fully compliant and secure data storage network.

No information will ever be released to a third party without your express permission. Data will be stored only as long required and in accordance with current regulations and medico-legal requirements. For further information regarding our data management policies and protocols or if you would like further information about your right to view patient records, please contact the Caldicott Guardian or Data Protection Officer at the practice or visit our website to see our full GDPR policy, your rights and how we use manage your data.

If you change your home address, telephone number or email address, please let us know as soon as possible. This helps keep our records up to date.

Care Quality Commission

We are regulated by the Care Quality Commission and adhere to all relevant National Standards including radiation, cross-infection and sterilisation policy. We are inspected regularly and our reports can be found at www.cqc.org.uk or on our website.

Disabled access

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.