

## **ACCESS GUIDE**

The Smile Centre recognises the importance for all patients being able to easily access dental treatment at the practice. This guide gives details of the access arrangements in place and we welcome any questions you may have. The contact at the practice is the Operational Manager, Jess McBride who can be contacted on 01579 342348 or email [info@the-smile-centre.com](mailto:info@the-smile-centre.com)

## **INTRODUCTION**

The Smile Centre dental practice is a private, spacious, 4-surgery, 2-storey practice nestled in the heart of Liskeard.

We are situated at 39 Church Street, PL14 3AQ, and are directly behind St Martins Church and between St Martins Church Hall and The Barley Sheaf pub. We have our own flat level car park.

Patient chaperones are always welcome at the practice. For those patients who require an assistance dog, please advise us of this when booking your appointment.

**OUR WELCOME TEAM ARE:**

**AMY SMITH**  
**HEAD RECEPTIONIST**

**CARLA FRASER**  
**RECEPTIONIST**

TELEPHONE 01579 342348  
EMAIL [INFO@THE-SMILE-CENTRE.COM](mailto:INFO@THE-SMILE-CENTRE.COM)  
WEBSITE [WWW.THE-SMILE-CENTRE.COM](http://WWW.THE-SMILE-CENTRE.COM)

# **A MEMBER OF THE TEAM IS ALWAYS AVAILABLE SHOULD ASSISTANCE BE NEEDED.**

## **PRE-ARRIVAL INFORMATION**

The practice is clearly signed and has large blue gates which give entry to a one-level, flat, car parking area and is suitable for those patients who use wheelchairs and other mobility aids. All car parking spaces are within close distance to the main entrance and we are able to reserve specific spaces upon request. Thoroughfares are clear of obstruction.

## **ENTRANCE**

Entrance to the practice is via an automatic door which provides a clear width of 850mm. There is a low-level metal threshold. The entrance corridor is wide with easy access to the patient lounge and reception desk. The flooring is firm with colour contrasting tiles indicating the route to the reception. The area has good and even lighting areas with blinds to the windows.

## **RECEPTION**

Our reception desk is low-level and has a hearing loop. We offer braille, audio, large print, and translation services upon request. Seats in our patient lounge are firm, with backs, and have handrails to each side. An inclusive space is available for wheelchair users and assistance dogs. At the time of your appointment, a member of the team will always come to greet you in the patient lounge and ensure you are escorted to the surgery

## **WC'S**

We have a downstairs WC with a seat height of 430mm. The WC has colour contrasted support rails to each side and the wash basin is fitted with lever taps. Lighting is good and the floor is non slip. There is an emergency pull-cord. Circulation space is limited and assistance is always available.

## **STAIRS**

There is a handrail on the stair case and the treads have solid risers with colour contrast nosing at both top and bottom. There is good contrast between the stairs and walls. Lighting levels are good.

## **SURGERIES**

We have 4 surgeries in the building and 2 of these are situated on the ground floor. The first floor is only accessed via a stair case as we do not have a lift. The ground floor surgeries are wheelchair accessible. We encourage patients to telephone in advance with any questions or queries regarding access to these surgeries.

## **EMERGENCY EVACUATION**

The team are regularly trained in emergency evacuation. We have an appointed Fire Marshall

Fire exits are clearly marked and on the ground floor there are 2 evacuation exits. The fire assembly point is clearly marked in the car park..

# CONTACT INFORMATION

The practice opening hours  
are:

Monday 8.30 am – 5.00 pm

Tuesday 8.30 am – 5.00 pm

Wednesday 8.30 am – 6.00  
pm

Thursday 8.30 am – 5.00 pm

Friday 9.00 am – 1.00 pm

Saturday Closed

Sunday Closed

Emergency care for our  
registered patients is available  
outside of these hours.