

**The Berkshire Dental Clinic**

**Patient information**



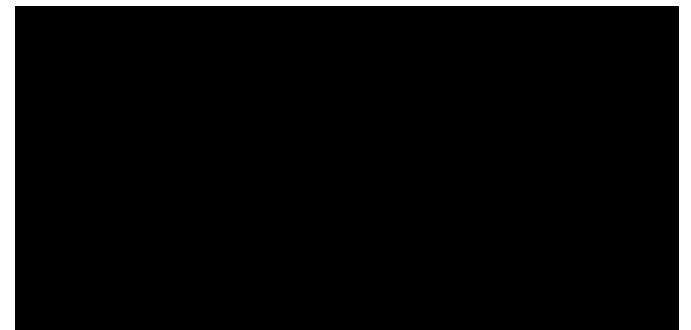
**The Berkshire Dental Clinic @  
The Berkshire Dental & Chiropody Centre  
37 Yeovil Road  
Owlsmoor  
Sandhurst  
Berkshire  
GU47 0TF**

**[www.bdc-centre.co.uk](http://www.bdc-centre.co.uk)**

**Telephone: 01344 777399**

**Fax: 01344 777731**

**Proprietor and Contractor of Dental Clinic  
Dr K S Radia BDS MFGDP**



## **Welcome to our practice**

This leaflet gives you information about the Berkshire Dental Clinic and the services that we provide. If you need any further information about the practice please contact our reception.

## **Our mission statement**

It is our practice philosophy to promote good dental health at all times. Therefore we recommend regular check ups. These will also help keep down the cost of your treatment.

The practice aims to understand you, your life style and dental aspirations in order to deliver the very best dental care solutions available in surroundings which are both comfortable and calming.

Our promise to you. We will:-

- Advise you how to achieve and maintain good oral health
- Explain what treatment is necessary and what it involves
- Provide you with a full written treatment plan and estimate of costs before your treatment
- Ensure the highest level of protection through strict cross infection procedures
- Provide you with information about our practice and the services available
- Our primary aim is your dental welfare and comfort.

## **Dental treatment at the practice**

We offer a full range of preventative, restorative cosmetic dental treatments.

The practice is able to refer you on to other specialist dental services.

Our dentists, dental hygienist and support staff undertake regular continuing education and training to keep their knowledge and skills up to date.

## **Patient Behaviour**

Staff at the Berkshire Dental Clinic will not tolerate any form of physical or verbal abuse, any person we consider to be behaving in this manner will not be seen at the practice.

## **Emergency Care**

Patients who need to see a dentist quickly because of dental pain should call the practice during opening hours and they will be given advice and an appointment at the earliest possible opportunity. The appointments are offered on a first come, first serve basis. We will need you to call as early as possible in the morning to get an appointment that suits your needs.

Patients who have a dental emergency when the practice is closed should call our reception and a recorded message will give details of the NHS emergency out of hour's service available. The telephone number is 111. This is an emergency service provided by the NHS or visit their web site at [www.nhs.uk](http://www.nhs.uk).

## **Communication**

Good communication with our patients is very important to us and we take time to explain proposed treatment, any risks associated with it as well as available alternatives. There will always be time to ask questions about the treatment or any other aspect of care at the practice.

If you would like this or any other practice literature in another language or larger font please let one of our receptions know and they will be happy to help.

We also offer a translation service; please let our receptionist know if you would like more detail as this needs to be organised in advance.

## **Thank you**

Thank you for showing an interest in our practice by taking the time to read this leaflet. NHS dental service provider can be found at:

### **Thames Valley Area Team**

Telephone: 01865 963800

Address: Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxfordshire, OX4 2LH

Website: <http://www.england.nhs.uk/south/south/tv-at/>

## Services available

We have agreed with the Thames Valley area team to provide NHS services for all patients. NHS dental treatment includes all necessary treatment to secure and maintain your oral health. We also provide a full range of private treatment that is not available on the NHS for example large white fillings in back teeth or cosmetic treatment such as teeth whitening.

The poster in our waiting room and your dentist will advise you of the cost of NHS treatment. Your dentist will advise you of the cost of any private treatment you chose.

We see patients by appointment only and appointments can be booked at our reception desk by phone or in person during surgery hours. You can choose which dentist you would like to see but this will affect the choice of appointments available.

We have an extensive governance system to ensure the quality of the care you receive. Our governance system is continually reviewed and we are happy to explain any of our practice policies.

We have NHS leaflets available in the practice. These explain how NHS treatment is provided and the costs involved.

NHS dental care is charged in 3 bands according to your needs as a patient.

As of 1<sup>st</sup> April 2016 the NHS band charges are:

BAND 1-£19.70    BAND 2- £53.90    BAND 3- £233.70

The prices quoted are correct at the time of printing but are subject to change by NHS.

## Cancellations

If you have to cancel an NHS appointment we require wherever possible 24 hours notice. This enables us to make alternative arrangements perhaps to see someone in pain. Patients who fail to attend 2 NHS appointments, cancel at short notice or are continually late for appointments risk being refused NHS treatment in the future. If you have to cancel an independent/private appointment we also require 24 hours notice or a cancellation fee will be charged. The fee is calculated by how much time is wasted in our appointment book and is normally £1 for every minute wasted.

## Choice of provider

As our patient you have the right to express a preference of practitioner. We have listed them all below, if you would like to change, please speak to your dentist or our reception team either in person or by telephone.

### Dentist (female)

Dr Sharmilla Radia BDS  
Qualified-Guys London 1995  
MFGDP 1998  
Postgraduate trainer at practice

### Dentist (female)

Dr Reena Irvin BDS  
Qualified-Guys London 2005

### Dentist (male)

Dr Philip Hawkins BDS  
Qualified-Sheffield 2010

### Dentist (male)

Dr Alan Hopkins  
Qualified- Bristol 2012

### Dentist (female)

Dr Emily Graham BDS  
Qualified- Bristol 2015

### Dentist (female)

Dr Priya Chandarana BDS MFDS RCS  
Qualified -Birmingham 2013

### Dental Hygienist (female)

Mrs Jo Pritchard E.D.H  
Qualified –Cardiff 1993

### Dental Therapist (female)

Madeleine Peregrine BSc  
Qualified- Birmingham 2006

### Dental Therapist (female)

Edyta Krikuzas BSc  
Qualified- London 2009

### Dental Therapist (female)

Marguerite Kelly BSc  
Qualified London 2011

## Paying for your dental treatment

At the practice we ask for a deposit towards any dental and hygiene appointments that you would like to book. We take payment by cash, cheque, debit and credit cards. Regrettably we charge for all failed independent appointments and then ask for payment in full before we are able to book anymore appointments. We will decline to treat patients who repeatedly fail to attend appointments, repeatedly cancel or change appointments without 24 hours notice or are abusive to our staff members.

## Access

We are a ground floor practice with wheelchair access throughout, including the patient facilities. We have illuminated magnifying devices for patients with visual impairment and pen holders to assist patient with manual dexterity problems. Ask at our reception for more information.

## **Information about you**

In order to provide you with a high standard of dental care, we need to hold personal information about you. This practice complies with the 1998 Data Protection Act and the Confidentiality NHS code of practice, our data protection policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully and kept confidential. However from time to time we may need to release information to our local NHS area team or other NHS organisations. Only staff members who need to, have access to your records. Your permission will be sought to pass on your details to a 3<sup>rd</sup> party. On request we are happy to provide you with a copy of your records, please speak to a member of staff for further details on the request procedure and costs involved.

To comply with the "Freedom of Information Act 2000" the Berkshire Dental Clinic has adopted the British Dental Association Model Scheme. Please contact the practice for further information or for FOIA requests.

## **Patients feedback and complaints**

All the team at the Berkshire Dental Clinic are keen to respond to your requirements and concerns. We value your comments, whether about the practice, its staff or the care or service provided at the practice.

If there are any issues, please talk to our staff who will deal with the complaint according to our complaints policy which is displayed in our reception.

We treat all complaints with confidence and will provide you with a copy of your complaint, a copy of our complaint procedure and will keep you informed of the progress in solving any issues raised.

Alternatively you may want to contact:

Thames Valley Area Team: Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxfordshire, OX4 2LH

Website: <http://www.england.nhs.uk/south/south/tv-at/>

The Care Quality Commission, Finsbury Tower, 103-105 Bunhill road, London EC18TG

Dental Complaints Service, The Lansdown Building, Lansdown rd, Croydon CR92ER.

**If you are pleased with the care and treatment you receive from our practice please recommend us to family, friends or work colleagues as we welcome new patients.**

## **Reminders and recalls**

When you finish your course of treatment, your dentist will recommend when you should attend the practice for your next exam. Our dentists follow guidelines set out by the National Institute for Clinical Excellence. This means you will be advised to attend as often as needed which depends on how healthy your teeth and gums are. To assist patients we offer an appointment reminder service. We remind patients two days before the appointment but urge patients to remember this is offered as a courtesy service and we ask patients not to depend on this. In order to offer an efficient service we need patients to remember to update their contact details if there is any change and we take no responsibility for missed appointments if we are unable to contact you. We may also ask you to fill in a confidentiality consent form as we are unable to discuss your appointment details with anyone unless you have specified their name in writing.

## **As our patient, you are responsible for:**

- Following your dentists advice to prevent tooth decay and gum disease
- Bringing proof of any NHS exemption you hold
- Paying your bill promptly and treating our staff with courtesy and respect.
- Giving at least 24 hours notice if you would like to cancel or change an appointment whether this is for NHS or private treatment.
- Arriving on time for your appointment as if you are late you may not be seen.

## **Care at the practice**

We provide dental care for adults and children under the NHS and privately. The Berkshire Dental Clinic would like to stress that when treatment is provided under the NHS it is provided to the highest standard, however it may represent the most cost effective way to achieve oral health.

## **Opening hours**

The practice is open Monday-Friday 9.00am-1.00pm and 2.00pm-5.00pm and Saturday by appointment only. Weekday extended opening times are also available.