GORSE COVERT DENTAL

THE ART AND SCIENCE OF A BEAUTIFUL SMILE

Welcome to our practice

We are a well-established family practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the services that we provide. Should you have any further questions, please contact Dina or Rebecca on 01509 844118 or email gcdrefer@gmail.com who will be pleased to assist you.

For adults, NHS & private dental care is provided and we continue accept Oral Surgery referrals under the NHS.

Our Dental Team

Practice manager - Dina RDN
Reception – Rebecca

Dentists –

- Nilesh Shah BDS 1990 MJDF MMedSci PGDipEd (Prinicipal)
- Andrew Toy BDS 1980 MJDF (Associate)
- Rahul Parekh BDS 2011 (Associate)

Ravi Gokani (Foundation Dentist)

Dental nurses –

- Melissa RDN
- Lauren RDN
- Kelly RDN

Cleaner- Sharon

Opening hours
The Practice is open during the following hours:

Monday – Thursday	9:00am to 5.00pm
Friday	9.00am to 4.00pm

To make an appointment, please telephone 01509 844118

Facilities

We have a children's play area in the reception room as well as a television. Tea, coffee and water are provided. Our premises and surgeries are accessible to wheelchairs and there is a disabled toilet.

Dental care and treatment at the practice

We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

We offer a full range of preventive and cosmetic dentistry. Each surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist, if this is appropriate – for example orthodontic treatment, complex root fillings and implants.

We encourage our patients to have regular appointments. As a patient of the practice you will receive our regular newsletters to ensure you keep up with developments and changes within the practice.

Emergency Care

Should you have a dental emergency outside the normal practice hours, please telephone 01509 844118 or NHS 111 service by dialing 111 which will put you in contact with the dentist on call. You may not see your usual dentist but we will aim to deal with the immediate problem. During practice hours, we endeavour to see any patient who has a dental emergency.

Short Notice Cancellation/Failed to Attend Policy

Due to the high number of missed appointments at this practice we have had to enforce a strict cancellation/missed appointments ploicy.

1. If a patient misses their **first ever** appointment with us we will not offer to rebook another appointment.

2. We require **24 hours notice** for the cancellation of an appointment, any appointments cancelled outside of this time period will be classed as a '**Short notice Cancellation'**.

3. If you miss your appointment this will be treated as a '**Failed to Attend'**.

4. Any patient who has **two 'Short Notice Cancellations'** or '**Failed to Attend'** appointments on their records will not be offered any further appointments with this practice.

Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would a copy of our practice confidentiality policy, please contact Dina Revell on 01509 844118.

Comments About Our Service

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause for dissatisfaction and improve our service. You can leave comment on the NHS choices website or directly contact us.

You can request a copy of the practice complaints procedure from Dina Revell on 01509 844118 who will explain the procedure in detail and deal with any concerns you might have.

We are here to help If you would like any further information about care at the practice please contact us on 01509 844118 or info@gorsecovertdental.co.uk or visit our website for the latest practice information at gcdpltd.co.uk