



Dental Specialists
Centres of Excellence

Dental Specialists MK
259 Queensway, Bletchley
Milton Keynes
MK2 2EH
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PRACTICE INFORMATION LEAFLET

We are a Private Specialist Dental Practice offering treatment in Orthodontics (Braces), Periodontics (Gum Disease), Implant Dentistry, Endodontics, Restorative Dentistry and Oral Surgery. Please contact a member of the team, for further information.

As a service to the community we also offer NHS Orthodontic treatment children and Oral Surgery for those who have been referred from their General Dentist and satisfy certain NHS (England) strict criteria. Private patients may join the practice membership scheme to spread the cost of their care. Full written details of our Private Dental Plan are available from Reception.

Hours of Business

<i><u>Day</u></i>	<i><u>Morning</u></i>	<i><u>Afternoon</u></i>
Monday to Friday	9.00am-1.00pm	2.00pm-6.00pm
Saturday	By Appointment Only	

Our Dental Team

Dr Ayodele Soyombo GDC number 70017
Dr Juanita Levenstein GDC Number 74764
Nicole Palmiero GDC Number 146934
Dr Adetoun Soyombo GDC number 66434
Dr Carol Subadan GDC number 59304
Dr Olanrewaju Onabolu GDC number 207356
Mrs Tina Ocal GDC number 5749
Dr Ulpee Darbar GDC Number 61207
Dr Peter Yerbury GDC number 58647
Dr Adewale Towolawi GDC Number 67657
Dr Neil Kramer GDC Number 45282
Dr Aubrey Baker Mb ChB GMC Number 4139210
Dr David White Mb BCh Wales 1973 1619115

Dental Specialists MK.May 2017 review May 2018

Specialist in Orthodontics
Practice Limited to Orthodontics Mrs
Orthodontic Therapist
Specialist in Periodontics
Specialist in Periodontics
Specialist in Periodontics
Dental Hygienist/Therapist
Consultant Restorative Dentistry
Prosthodontics
Specialist in Oral surgery
Specialist in Endodontics
Anaesthetist
Anaesthetist

Facilities

We have a large comfortable welcoming waiting room with a children's play area as well as a television and two aquariums. Our premises and surgeries are accessible to wheelchairs and there is a disabled toilet.

Our high tech equipment include a CT scanning Machine, Carl Zeiss Microscope and a dedicated decontamination room.

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 specialist dental services. Each surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you.

We are committed to training our staff on a continuous basis and we also offer some training for other dental care professionals. If you would prefer not to have a trainee in the surgery with you, please tell a team member. This will not affect your treatment.

We encourage our patients to keep regular appointments with their general dental practitioner and hygienist.

Patient Services

Private patients may either register directly with us or by referral from their dentist. NHS patients require a referral from their general dentist or NHS England. You will be asked to complete a comprehensive confidential medical questionnaire. While you are our patient, we advice you to keep all regular appointments with your dentist/hygienist. Our aim is to develop a good working relationship with all our patients, which we feel is vital for successful treatment. In accordance with NHS regulations, NHS orthodontic treatment will unfortunately be terminated if the patient fails more than **two** appointments during the course of treatment; repeatedly arrive or cancel late (we require at least 24 hours notice), have been ill-mannered, abusive, aggressive, unreasonable or uncooperative with any of our staff.

Preference of Specialist

You may request to see a particular Specialist who will diagnose and complete your course of treatment. As we have various specialists under one roof, your treatment may necessitate you seeing one or more other members of the dental team.

Emergency Care

For NHS out of hours services, Patients should call **NHS Direct** on **111**. This service is provided by **Milton Keynes Urgent Care Services** to give patients relief from dental pain. Patients who do not need to be seen as an emergency but feel that they need to see a dentist quickly because of dental pain, should telephone the practice during opening hours and they will be given advice and an appointment at the earliest possible opportunity.

Recommendations

If you are pleased with the care and treatment you receive from our practice, please recommend us to others. We always welcome new patients.

Access to Patient Information

Your personal health information may be given to other people who need to know relevant information about your health - for example a doctor, a carer, or a social worker. Usually, it will only be given to them if:

- you have agreed, and
- they need it to be able to give you care and treatment.

Usually we will not share your personal health information with people such as a relative, carer or friend without your permission. However, there are exceptions:

- If you are a child, and your dentist doesn't think you can make decisions, someone with parental responsibility for you may be allowed to see your records and discuss your care.
- If you are an adult who cannot make decisions for yourself, or cannot tell others your decisions, the law allows someone to see your records and discuss your care, if:
 - you have given them a welfare power of attorney, or
 - a court has given them a welfare guardianship or a welfare intervention order.

In these cases, the person allowed to see your health information:

- will only be able to see information that is necessary for them to make particular decisions for you about your health care, and
- will not receive information that staff feel would be harmful to your health or the health of others.

Sometimes the law allows us to share your personal health information without your permission, for example, to investigate a serious crime or to protect a child.

Complaints

We take complaints very seriously and will deal with any complaint no matter how small, with efficiency and hopefully to your total satisfaction.

Should you have any **complaints**, concerns or suggestions please ask to see the Receptionist Mrs Lindsey Demir in the first instance. We have a zero tolerance policy towards abuse or violence.

If you are not happy with the complaints procedures of the practice and the PCT you can complain to the Parliamentary and Health Service Ombudsman Tel: 0345 015 4033 or www.ombudsman.org.uk.

You can also contact Care Quality Commission (CQC) by calling 03000 616161 who may be able to help.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-org.uk or by calling 020 7167 6000.

Please speak or write to Mrs Ola Alara, The Practice Manager.

We are here to help

If you would like any further information about care at the practice please contact us on 01908 630 169 or e-mail us on admin@dentalspecialistsmk.com