de-ientes

smile a while

PATIENT INFORMATION LEAFLET

A guide to our dental services for new and existing patients

Welcome to de-ientes. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance. You can check one of the following sections to find the information you need:

- The Dental Team
- Services Available
- Appointments
- Practice Opening Hours
- Urgent and Out of Hours Care
- Your Rights and Responsibilities
- Useful Contacts

The Dental Team

Here at de-ientes our dentists, dental nurses and reception staff will always aim to provide the highest possible standard of care and service for patients. The members of our dental team are:

Dr Rahendra Naidoo BSc (Hon), BChD, DRDP (U'London)
One of two senior partners, Dr Rahendra Naidoo utilises advanced techniques in Restorative Dentistry, Cosmetic Solutions and Implantology.

Dr Sunita Naidoo BDS
Dr Sunita Naidoo the other senior partner has vast experience in the field of Orthodontics.

Dr Kirandeep Jutla BDS MJDF RCSEng
An outstanding clinician with a passion for Aesthetic Restoration.

Dr Saroshen Naidoo BDS
Has a friendly and reassuring manner and enjoys improving patients' smiles.

Dr Mohammed Ali BDS

*The following dentists at this practice also act as trainers for recently qualified dentists and dental nurses – Dr Rahendra Naidoo and Dr Kiran Jutla.

Services Available

We have agreed with NHS England, Central Midlands Area Team to provide NHS services for all patients.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a range of private treatment options for patients who choose to have treatment that is not available under the NHS – for example large white fillings in back teeth or cosmetic treatment such as tooth whitening.

The poster in our waiting room has information about the cost of NHS treatment. Your dentist will advise you of the cost of any private treatment.

Specialist services

We also provide the following specialist services –

- Orthodontics
- Implantology
- ZOOM! whitening
- Restorative dentistry.

See our information leaflets for further guidance.

Our practice is fully accessible for disabled patients

Appointments

Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning 01234 263050 (Bedford) or 01234 330404 (Clapham). See below for information on our opening hours.

You can choose which dentist you would like to see at the practice, including your regular dentist, but please note that this will depend on the availability of appointments.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a check-up every six months. Your dentist may give you the option of having a private clean between check-ups. We will notify you by post when you are due for your next check-up.

Please consider carefully before allowing young children to accompany you to long appointments. We cannot provide supervision in the reception area and as such the child will have to remain with you at all times. The dentist may not be able to carry out your treatment if the child does not behave appropriately whilst in the surgery.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else. Missed appointments waste NHS time. If you miss more than two appointments or give less than 24 hours notice of a cancellation, we may not be able to complete your treatment or offer you NHS care in the future.

If you are a private patient, or an NHS patient undergoing a private course of treatment, missed appointments and those cancelled with less than 24 hours notice will be charged at a rate of £10 per 15 minutes, which must be paid prior to or on the day of your next appointment.

Opening hours

Bedford - Monday to Friday 9.00 - 17.30
Selected Saturdays 9.00 - 13.00 (private treatments only)

Clapham: Monday to Friday 9.00 – 17.30

Urgent treatment and out of hours care

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.

If you need urgent treatment outside of the opening hours you can call **111**.

Your rights and responsibilities

You are entitled to:

- A thorough examination
- A full explanation of your treatment options
- A written treatment plan (including costs) *
- Information about NHS charges displayed in the waiting room
- Advice on how to keep your teeth and gums healthy
- Information about the this practice and the services available
- A care and treatment summary if you decide to transfer to another dentist
- Make a complaint if you are not happy with your treatment and care

You are responsible for:

- Giving at least 24 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments – but if you miss more than two appointments we may no longer be able to offer you treatment
- Following your dentist's advice to prevent tooth decay and gum disease
- Paying your bill promptly
- Bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked
- Treating our staff with courtesy and respect **

* If your treatment is a 'Band 1' course of treatment or you do not have to pay NHS charges, you will have to ask your dentist to provide this.

** We may refuse to treat patients who are violent, abusive, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform the patient via post and NHS England.

Your dental records

Your dental records will remain confidential and secure. However from time to time we may need to release these to NHS England or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation.

Your records belong to your dentist, and are not passed if you join a new dentist. Your new dentist can ask your previous dentist for a report on your dental treatment or you can ask for copies of your records to be sent to your new dentist.

What treatment am I entitled to?

If you see an NHS dentist, she/he must offer you any treatment needed to make you dentally fit. In other words, your mouth should be free from disease at the end of the course of treatment.

Some cosmetic treatments are not available on the NHS, for example: you cannot have tooth-coloured fillings and tooth-coloured crowns on back teeth on the NHS, but you can have silver amalgam fillings and metal crowns.

Root canal treatment is available on the National Health Service, however, due to the time it takes and the skill needed, many dentists prefer to carry out this treatment privately. Your dentist will give you a written estimate and treatment plan before beginning your treatment.

Private dentists will be able to give you any treatment needed to make your mouth disease free, as well as providing most cosmetic treatments. Some of these may be more a matter of preference than necessity. You and your dentist will need to agree the treatment programme that is in your best interests.

If your dentist cannot provide you with the treatment recommended, for example, orthodontic treatment or a general anaesthetic, you are entitled to be referred to another practice or hospital for this treatment.

When do I pay for my treatment?

You will be asked to pay for the treatment carried out at each appointment. You will be provided with a treatment plan and estimate for each course of treatment. Your dentist or qualified team member will discuss with you how the payments will be split before commencing any treatment.

For costly private procedures, a Finance Plan is provided through the practice.

When can a dentist take me off the register?

From 1st April 2006: In England and Wales there is no statutory NHS dental registration. You will no longer be registered with your dentist; you will be a named patient on the dentist's list.

About our service

If you would like to comment about any aspect of our service please contact us at 28 Lurke Street, Bedford, MK40 3HU or via email on the following address: info@de-ientes.co.uk. We shall endeavour to respond within 7-10 working days. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with your NHS England Local Area Team. You can get support with making a complaint from:

NHS dental services – the complaints manager or Patient Advice and Liaison Service (PALS), your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit www.dh.gov.uk

Private dental services – the Dental Complaints Service on 08456 120 540 or visit www.dentalcomplaints.org.uk.

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.

We have agreed with NHS England to provide NHS dental services. The contract for these services is held by Dr Rahendra Naidoo and Dr Sunita Naidoo.

NHS services

NHS England – Visit http://www.england.nhs.uk, telephone 0300 311 22 33 or send post to:

NHS England
PO Box 16738
Redditch
B97 9PT

For more advice on receiving help with the cost of NHS dental treatment, go to http://www.nhsbsa.nhs.uk/Index.aspx and click on 'Help with Health Costs.'

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Tel: 01234 263050
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60 High Street,
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