

## Welcome to South Benfleet Dental Care

This brochure is aimed to help you understand our practice, our dentists and our policies.

If you would like any information on our clinical protocols, please email our Practice administrator: , [sbenfleetadmin@dentalcaregroup.org](mailto:sbenfleetadmin@dentalcaregroup.org)

## About South Benfleet Dental Care

South Benfleet Dental Care is a family-orientated NHS / Private practice.

Our friendly, approachable and experienced team is committed to understanding your needs, meeting your expectations and alleviating any concerns you may have. We will advise you individually on the best approach to good dental health and hygiene and discuss fully with you, the options available for any treatment you may require.

We provide a wide range of treatments within our practice including more complex procedures, such as dental implants, teeth straightening, teeth whitening and facial aesthetics.

Our practice is part of the Dental Care Group which provides high quality and affordable dental care for everyone. Dental Care Group is based in the UK and their locations can be found at [www.dentalcaregroup.org](http://www.dentalcaregroup.org).

Company details:

Company registered as Clacton Dental Care Ltd, trading as Dental Care Group

Registered address:

CLACTON DENTAL CARE LTD

ASTON HOUSE

CORNWALL AVENUE

LONDON

ENGLAND

N3 1LF

**CQC Registered Managers - Parish Vaid & S Radia**

**Information Governance Lead - Parish Vaid & S Radia**

## Our opening hours are:

Monday	8am - 7pm
Tuesday	8am - 7pm
Wednesday	8am - 7pm
Thursday	8am - 7pm
Friday	8am - 4pm
Saturday	9am - 1pm

To access our services please call the practice on 01268 793485 or visit our website, which contains further information at [www.sbenfleetdentalcare.co.uk](http://www.sbenfleetdentalcare.co.uk)

For dental emergency care outside of practice hours, please call 111, who will be able to provide details of the practice which is open for emergency cover.

**NHS care in this practice is commissioned by: NHS England**

## Your first visit

First-time visitors to the practice are asked to complete a short medical history form to help us understand a bit about you and let us know of any issues that may affect your treatment.

We will attempt to explain in as much detail as possible your intended treatment prior to commencement. If you are not happy please kindly let us know so that this can be addressed quickly rather than much later down the line. This will ensure we meet your expectations.

#### **Disabled access**

For wheelchair access the entrance is via a ramp and we have ground floor examination rooms, our practice is fully accessible for disabled patients.

#### **Meet our Dentists**

**Mayur Pandya**

**Shina Patel**

**Aimie Seaton**

**Laura Cassidy** ----- Leaving 21st july

**Pola Reza**

**Prina Patel** Last working day 25th august

**Krishna patel**

**Charlotte Andrews**

**Jay Tanna**

**Eibhlin O'Donoghue**

#### **Hygienist Team**

**Layna O'Connor**

**Laura Field**

#### **Practice Manager**

**Rebecca Bateman**

#### **Nursing Team**

**Beverley hastings**

**Maddie Thomas**

**Shanie Wootton**

**Jess Shobbrook**

**Rebecca Weller**

**Jordan Bateman**

**Emily Clark**

**Chloe Baverstock**

**Beth Haste**

#### **Reception Team**

**Kerry Martin**

**Practice Administrator**

**Tricia Caton**

## **Practice Policies**

### **Emergency Appointments**

If you have a dental emergency, we will endeavour to see you within 24 hours (Sundays and Bank Holidays excluded).

When you call, the team will ask questions about your emergency and your appointment will be triaged accordingly.

### **Recall Appointments**

Recall appointments are in line with NICE guidelines and depend on individual oral health needs. We however, recommend that clients visit us at least once a year to ensure continuity of care.

### **Appointment reminders**

For your convenience, we can send you a text message 24 hours before a scheduled appointment. Alternatively, we can email you a reminder.

### **Missed appointments**

We work hard within our practice to provide emergency appointments to patients in urgent need. To help us, we ask that you contact us to cancel your appointments if your plans change.

We really appreciate your cooperation and should you need to call outside of practice opening hours you can leave a message on our answerphone.

### **Choice of Practitioner**

Patients have a right to request preference of their practitioner when alternatives are available. This can be done by asking our receptionist staff.

### **Paying for your treatment**

We will request payment when you book your appointment for your treatment. We accept payment by cash, credit and debit cards. Card payments can be made over the telephone. We also offer interest free credit options to patients having private dental treatment.

### **Non-English Speaking Patients**

We do request where possible that non-English speaking patients bring someone with them to each of their appointments, who can speak both English as well as their native language therefore being able to deal with any potential language barrier issues. If this is not possible we do have access to a telephonic language line but will need to be made aware of this prior to the appointment.

### **Access to Dental Records**

You have the right to see any notes in your file. You are also entitled to see any data held on your file on the computer system under the terms of the Data Protection Act. Any request must be made by writing to the Practice Manager, or by filling in our Records Request Form. A fee will be payable for this service and it can take up to 40 days.

### **Confidentiality**

All personal information discussed with the Dentists and other practice staff will be treated in strictest confidence. Only members of the team have access to patient details. All of our patient records are securely stored. All staff have received training in the handling of confidential information, and our written and computer records are compliant with the Data Protection Act 1998. Information will not be disclosed to other parties not involved in the patient's care without the patient's specific permission in writing.

### **Discrimination**

Discrimination on grounds of race, sex, gender and religion is unacceptable. We have put a lot of effort into ensuring our premises are as accessible as possible.

## Health & Safety

Your health and safety is assured whilst on our premises and this is constantly reviewed in line with current workplace regulations. If you notice any potentially unsafe practice or object in our establishment kindly let us know so that we can deal appropriately with it.

## Complaints Policy

If you have a complaint, please write to the practice manager stating your grievance. This will be replied within 3 days preliminarily and subsequently within 10 - 28 days. If, however, you are not satisfied with our handling of your complaint you can contact NHS England for complaints about primary care services.

If your complaint is in relation to NHS Treatment that you have received, then please contact:-

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

Tel : 0300 3112233

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

If your complaint relates to Private Treatment that you have received, then please contact:-

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Telephone: 020 8253 0800

[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

If you are unhappy with the responses received from the NHS Commissioning Board then you can take up your issues with the Health Service Parliamentary Ombudsman:-

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel : 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Treatments

We offer the full range of NHS services and private dental treatment including, white fillings, teeth whitening, teeth straightening and dental implants. Please ask a member of our team for more information.

## Fees

Full details of NHS and Private fees are shown on our website: [www.clarencehousedental.co.uk](http://www.clarencehousedental.co.uk)

There are three bands of charges for all NHS dental treatments:

**Band 1:** £20.60 covers an examination, diagnosis and advice. If necessary, it also includes [X-rays](#), a scale and polish and planning for further treatment.

**Band 2:** £56.30 covers all treatment covered by Band 1, plus additional treatment, such as fillings, [root canal treatment](#) and removing teeth (extractions).

**Band 3:** £244.30 covers all treatment covered by Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges.

The current dental charges are shown on the [www.nhs.uk](http://www.nhs.uk) website

### Exemptions to NHS Charges

Please note that we require proof of your exemption at your appointments.

### How to contact us

#### Address

#### South Benfleet Dental Care

3-5 Thundersley Park Road

South Benfleet,

Essex SS7 1EG

**Tel:** 01268 793485

**Email Address:** [info@sbenfleetdentalcare.co.uk](mailto:info@sbenfleetdentalcare.co.uk)

**111** - out of hours emergency telephone number

### Find us:

