



*Providing high quality and affordable dental care for everyone.*



# PATIENT CHARTER

## WHAT YOU CAN EXPECT FROM US:

### Principles

- To offer you the highest levels of patient care and treatment.
- To keep ourselves fully trained and up to date to ensure you receive the highest level of patient care.
- To ensure your safety and comfort are our top priorities.
- To listen to your concerns and suggestions.
- To treat you with maximum courtesy and respect.
- To provide you with friendly and comfortable surroundings.
- To discuss in advance all of the treatment options available.
- To provide you with an agreed written treatment plan including all costs involved.
- To offer flexible payment options.
- To show you how to improve and maintain your oral health.
- To provide dental care of consistently good quality for all patients.
- To make your treatment as comfortable and convenient as possible.
- To maintain the highest level of CQC and infection control.
- To reflect, learn and improve from the feedback that you give us.

### Values

- Working together for our patients
- Honesty, Integrity and Trust
- Compassion
- Respect and dignity
- Inspirational.



# PATIENT CHARTER

## What we expect from you:

- To treat all practice staff with the same courtesy you expect of them.
- To ensure that you attend your appointments on time.
- If you need to cancel your appointment, give as much notice as possible and always let the practice know.
- To inform the practice promptly if you change your address or telephone number.
- To work with the practice to keep yourself as healthy as possible by following advice from the dentists, hygienists and the dental team.
- To understand that a prescription will only be issued on the basis of a clinical decision.
- To be understanding of the needs of others, as emergencies do arise and have to be given priority.
- Children should be supervised at all times by parents/guardians whilst on practice premises.
- The building and car park has a no smoking policy.
- Mobile phones should be switched off whilst on the practice premises.
- To understand that we welcome feedback and are always trying to improve our services.
- To share positive feedback with others, on Google Reviews and NHS Choices.
- To calmly and respectfully follow our complaints policy if you feel we have not met your expectations.

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance.

Anyone attending the surgery who abuses the staff or other patients, whether verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the police to remove offenders from the practice premises.

## WELCOME TO CARLTON LODGE 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 manager, [sheringhammanager@dentalcaregroup.org](mailto:sheringhammanager@dentalcaregroup.org)

## ABOUT CARLTON LODGE DENTAL CARE

Carlton Lodge 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.

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 MANAGER:

Laura Hendry

## OUR OPENING HOURS ARE:

Monday – Friday 8.30 - 5.30pm

To access our services please call the practice on 01263 823119 or visit our website, which contains further information at [www.dentalcaregroup.org](http://www.dentalcaregroup.org)

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:

We have Dental Surgeries both upstairs and downstairs so please, if you have specific requirements to be seen on ground level let the reception staff know when making an appointment. We have a hearing loop at reception and a disabled toilet.

## MEET OUR TEAM

### DENTISTS:

**Ganga Rajakulendran**

BDS Lond 2009 GDC No. 177531

**Konstantinos Papoudas**

DipDS Thessaloniki 2013 GDC No. 262167

**Panagiota Melitou (Penny)**

DipDS Thessaloniki 2012 GDC No. 262415

**Revekka Negkrini**

DipDS Athens 2016 GDC No. 262939

### PRACTICE MANAGER:

**Sharon Emery**



## **PRACTICE POLICIES**

### **Emergency Appointments**

If you have a dental emergency, we will endeavour to see you within 24 hours (Saturdays, 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 call you prior to an appointment.

### **Missed Appointments**

We work hard within our practice to provide those very important emergency appointments we sometimes need. To help us, we ask that you contact us to cancel your appointments if your plans change. This frees up time for us to offer your appointment time to someone who urgently needs our help. 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 alternative are available. This can be done by telling our receptionist staff.

### **Paying 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.

### **Consent**

We will always seek your consent before we send you any marketing material. If you have given us your consent to contact you you have the right to opt out an any time.

### **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 General Data Protection Regulations. Any request must be made by writing to the Practice Manager, or by filling in our Records Request Form, this process can take up to 1 calendar month. We have the right to refuse request only where the request is thought to be unfounded or excessive.

### **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 General Data Protection Regulations. 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 days. If, however, you are not satisfied with our handling of your complaint you can contact NHS England for complaints about primary care services.

### To contact NHS England:

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.dentalcaregroup.org](http://www.dentalcaregroup.org)

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

**Band 1:** £21.60 covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish and planning for further treatment.

**Band 2:** £59.10 covers all treatment covered by Band 1, plus additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

**Band 3:** £256.50 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

### Carlton Lodge Dental Care

5 Augusta Street,

Sheringham,

Norfolk, NR26 8LA

Telephone: 01263 823119

Email: [carltonreception@dentalcaregroup.org](mailto:carltonreception@dentalcaregroup.org)

Website: [www.dentalcaregroup.org](http://www.dentalcaregroup.org)

111 - out of hours' emergency number

Company registered as The Toothplace Dental Surgery Ltd, trading as Dental Care Group.

Registered address:

THE TOOTHPLACE DENTAL SURGERY LIMITED

ASTON HOUSE, CORNWALL AVENUE, LONDON, ENGLAND N3 1LF



*Providing high quality and affordable dental care for everyone.*