

Information about NHS Dentist at Earl's Court Health & Wellbeing Centre

The **Principals are Dr Amir Vahdat and Dr Nancy Yousef, both qualified in Sweden.** Four dentists work at the practice, their names, gender and qualifications are attached. Each surgery has the name of the dentist treating you and the name of the usual nurse attending. We have two **hygienists.**

We use **high quality materials and laboratories** to ensure the highest standards of dentistry. We strictly adhere to the cross-infection and hygiene control requirements of the **General Dental Council (GDC).**

The clinic is **computerised** and therefore information you supply us with is processed. Information stored about patients may be seen by them by prior appointment. Copies can be supplied in line with the new General Data Protection Regulation 2018. Each dentist is registered with the Information Commissioner and he/she holds information as to the categories of information we hold and to whom we may disclose it. You must give us written permission to **tell someone that you are our patient, to confirm that you are on the premises or to change your appointment for you. We share information with other medical services when we refer you for treatment. Please see our Data Protection Privacy Notice on our website www.nhsdentist-earlscourt.com.**

We do **not register private patients** and will treat anyone on the NHS, who is working or not working. To register you need only to make an appointment for a check-up. At that time we will ask for your name, mobile, and date of birth. You will also be asked to complete a medical questionnaire in confidence. You will be our patient as long as you are under a current course of treatment. The Government no longer permits us to charge for missed NHS appointments and has set targets for NHS dentists on the amount of treatment they have to provide. As a result, we have unfortunately had to institute a system whereby treatment will be withdrawn if you fail for an appointment, arrive or cancel late (8 working hours' notice excluding Saturdays), owe us money, have been ill-mannered, abusive, aggressive, unreasonable or uncooperative with staff. Sometimes dentists feel that a patient is not cooperating with them or does not trust them, in these few cases, the dentist will refuse further treatment as a good working relationship is vital for successful treatment. We charge missed or late cancelled private appointments.

You will see the **same dentist** except in your dentist's absence. You **may request to see a particular practitioner** who will diagnose, compile and complete your course of treatment. You may move dentist at the end of a course of treatment. Only in the most exceptional circumstances will another dentist take over your treatment in the middle of a course of treatment. **Frequent cancellations** will lead to a course of treatment being closed as treatment needs to be completed normally within 2 months. This will mean you have to pay again.

We will see patients who are in pain urgently. **We operate one urgent slot, Monday to Friday 2pm – 2.45pm, Saturday 10am-10.45am (except Bank Holidays).** You do not need to book and we cannot guarantee at what time you will be seen but it is strictly first come, first served. **There is a charge for urgent appointments.**

We will explain anything that you do not understand about the treatment or cost of treatment. After your initial assessment, you will be provided with a printed **treatment plan and estimate. If you are not exempt from payment, payment will be required for a new course of treatment IN FULL to make the next appointment. If you do not return to complete the treatment we will endeavour to contact you. If we don't hear from you we will have to close the course of treatment, charge for the work we have done and when you provide the means to refund the remainder of your money (if any) we will do so within 48 hours. The Government's current charges are to be found below. Courses of treatment can change after treatment has started. We will endeavour to tell you this beforehand but in some cases this will not be possible as medical factors may only become obvious once the treatment has started.**

According to GDC guidelines, dental hygienists and dental therapists can see patients without a prescription from a dentist. However, the British Dental Association has identified different barriers with direct access and it is up

to every practice to decide whether or not they want to introduce these arrangements. At NHS Dentist we have decided not to follow a direct access path to protect our patients.

We provide the **full range of NHS treatments**. Most white fillings, white crowns on molars and scale and polish are not considered “clinically necessary” by the Government. We can provide this service to you privately. All clinically necessary hygiene treatment will be provided by your dentist. If you need extensive periodontal treatment, you may be referred to our hygienist under the NHS. You can, with the dentist’s agreement, have regular cleanings with our hygienist and the treatment will be classed as private. ***These appointments will be charged IN ADVANCE and 8 WORKING notice of cancellation is required for a refund of the charge. If you cancel an appointment please make a note of the name of the person you speak to.***

If you have to be **referred** to a specialist, we are required to collect the appropriate charge from you on behalf of the Government BEFORE we refer you. We must also have your GP’s name and address.

We will **not combine NHS and private dentistry** on a tooth doing related work at the same time. Up until April 2006, the Government would not allow this to happen as it caused complications for patients if they wished to complain. We will be consistent and provide a wholly NHS treatment on a tooth or a wholly private treatment on a tooth in one course of treatment.

We welcome **children** as patients or just accompanying their parents. There is a chair in the surgery for parents and toys and books are provided for young children. Please keep your children under control and well supervised. There are chemicals, instruments and machinery in the building. We understand that babies cry, but please keep children as quiet as possible, patients are often nervous and reception staff have to be able to hear other patients. Children **MUST** be accompanied by a parent or legal guardian. **DO NOT USE MOBILE PHONES.**

The clinic is accessible for **wheelchair** bound patients. All major facilities are at ground floor level. If you have difficulty completing our forms, then please ask our receptionists to help you in confidence. This form can be supplied in large print as can the medical questionnaire.

We have been awarded the British Dental Association **Gold Standard Good Practice Award** which has to be reaffirmed annually and **Investors in People Gold Award** which has to be reaffirmed every three years. We are committed to training our own staff on a continuous basis and we also offer training to medical students, work experience children from local schools and foreign dentists. If you would prefer not to have a trainee in the surgery with you, please tell your dentist. This will not affect your treatment.

Opening Hours are: Monday, Tuesday & Friday 8.30am – 5.30pm, Wednesday 8.30am- 7pm, Thursday 8.30am – 7.30pm and Saturday 8.30am –12.00pm. Should you need an interpreter, NHS England can arrange this. **We take calls between 8.30am – 5.30pm, Monday-Friday.**

NHS England are responsible for **out of hours’** emergencies. NHS England request that you call NHS Direct on 111

Should you have any complaints, concerns or suggestions please ask to see the Practice manager in the first instance. Your complaint will be treated seriously and in confidence. You can contact your local PALS, address can be found from your local authority or hospital, website www.pals.nhs.uk If you are not happy with the complaints procedures of the practice and PALS you can complain to the Parliamentary and Health Service Ombudsman Tel: 0345 015 4033 or www.ombudsman.org.uk.

NHS PRICE LIST FROM 1st April 2018 for treatment that is clinically necessary (ie not cosmetic)

Name	Description	Charge
Band 1. Diagnosis, treatment planning and maintenance	Clinical assessment, radiographs, scale (if clinically necessary only) by dentist, preventive work: e.g. oral health assessment, study models, denture bases	£21.60
Band 2. Treatment	Simple treatment e.g. fillings including root canal therapy, extractions, surgical procedures and dental additions, periodontal treatment (hygienist)	£59.10
Band 3. Provision of appliances	Complex treatment that includes a laboratory element: e.g. bridgework, crowns and dentures, excludes mouth guards for sport & cosmetic veneers	£256.50
Band 4. Urgent treatment	Assessment, radiographs, dressings. DEFINITION: If in the opinion of the dentist prompt treatment is necessary because the patient's oral health is likely to deteriorate significantly or they are in severe pain by reason of that oral condition, the dentist may provide treatment that is necessary to prevent the deterioration of the condition or to address the severe pain .	£21.60

PRIVATE PRICE LIST FROM 1ST April 2018

These are treatments considered clinically unnecessary by the Government. If you wish to have them they will have to be provided by us to you on a private basis at the current prices, which are subject to change without notice. Once a course of treatment has commenced, we will not raise the prices as long as the course of treatment if completed within three months. **A full estimate and treatment plan will be given to you in writing before treatment commences (after your initial consultation)**

Name	Cost - Approximate
White filling side or back tooth Includes direct composite onlay	£67.00 - £180.00
Endodontic (root canal) under a private crown or filling (including re-root treatment)	£150.00 - £400.00
White crown on back tooth	£399.00
Full porcelain crown on any tooth	£500.00-£595.00
Tooth whitening – full mouth	£300.00
Private Hygienist H20 <i>Only refunded if 8 working hours' notice is given to cancel.</i>	£36.00 IN ADVANCE

Treatment plans may vary as treatment continues. In these cases new estimates will be provided in writing to you and you will be informed by the dentist of the alterations. This may be whilst you are in the surgery. If you are unsure of anything at any time, please ask your dentist, nurse or receptionist for more information. It is important to us that you understand your treatment and the charges.

IF YOU MAKE AN APPOINTMENT TO CONTINUE TREATMENT IT IS ASSUMED YOU HAVE GIVEN YOUR INFORMED CONSENT FOR THE TREATMENT SPECIFIED ON THE TREATMENT PLAN TO BE CARRIED OUT.

The following is a list of our dentists and hygienists:

Mr Amir Vahdat, Principal dentist

Tandlakare (5/12/00-78699)

Dr Nancy Yousef, Principal dentist

Tandlakare (5/12/00-78698)

Mr Antonio Garcea

Dip Dent (2/8/05-86068) Siena, Italy 2003

Mr Nalin Dhamecha

BDS (01/08/1996-72284) Kings College, London 1996

Mr Zar Ni Ye Myint

BDS (2002), LDS RCS Eng (2015) 117973 Rangoon, Burma

Ms Amro Ismail, BDS (18/07/17-271779)

Kings College, London, England 2017

Ms Melody Schwartz BOH (25/02/15 – 255779)

Dental Hygienist, South Africa 2014 (part time)

Ms Stephanie Balfour (2012 – 227776)

Dental Hygienist/Therapist London, England 2016

Mrs Pratima Tandan (2011 – 217368)

Oral Health Educator, London, England 2011

(The date is the first registration with the General Dental Council – number is the GDC registration number)

These information sheets are provided as part of our practice leaflet to all patients. They will provide you with useful information, please read them.