

Patient Information Leaflet - NHS supplement

Welcome to Kelvin House Dental Practice

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The Dental Team

Our dentists, dental nurses, dental hygienists and receptionists always aim to provide an excellent service to all of our patients. We operate the practice as a partnership between the three dentists; it is not a limited partnership. The three dentists in partnership are Paul Downes, Charles Baker and Parminder Bhogal. We also have two hygienists who work under prescription from the dentists.

Dentists

Country of qualification: All United Kingdom

Paul Downes

GDC registration no. 54891, registered 31.12.80

BDS Lond 1980, LDS 1981, MGDS 1993 RCS Eng, DGDP(UK) 1993

Charles Baker

GDC registration no. 57656, registered 28.06.83

BDS Ncle 1983

Parminder Bhogal

GDC registration no. 71106, registered 01.08.95

BDS Lond 1995 MCLinDent (prosthodontics)

Hygienists

Country of qualification: All United Kingdom

Charlotte Brookes

Reg no. 5490

Ann Collins

Reg no. 3309

Disabled Access

Our practice is accessible for disabled patients. The three downstairs surgeries all have wheelchair access. We also have a narrow wheelchair available for patient use; just ask the receptionist if you need to use it.

Services Available

We have an NHS contract with Kent and Medway Area Team (part of NHS England) to provide a wide range of NHS services to our regular children and adults who are exempt from dental charges and for a small number of fee-paying NHS patients. NHS dental treatment includes all treatment necessary to secure and maintain your oral health. Normal dental services include examination, radiographs, gum treatment, root fillings, amalgam and white fillings, crowns, bridges, dentures and emergency treatment. We would like to encourage parents to bring their children in at an early age for dental health advice and to prevent problems in the future.

We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS – for example sports guards or cosmetic treatment such as teeth whitening.

Specialist services

We can refer you to another dentist if you require specialist treatment involving orthodontics, oral surgery, sedation or a home visit.

Cost of NHS treatment

The maximum charge for a complex course of NHS treatment is £233.70 (involving a laboratory-made item such as a crown, bridge or denture). Most courses of treatment cost £19.70 (inspection, radiographs and simple scale & polish) or £53.90 (amalgam/white fillings, root canal treatment and extractions). These charges were correct on April 1st 2016.

You will always be given a printed estimate if your treatment involves more than a simple examination.

Making an appointment

Patients may express a preference for a particular practitioner; please speak to the receptionist about this. 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 telephoning (01227) 771323.

Opening Times

The practice opening hours are as follows:

Monday to Friday 8.15 - 12.30 and 13.30 - 17.00

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to be seen again for a further check-up. We follow guidelines issued by the National Institute for Health

and Clinical Excellence (NICE). This means you will be invited to attend as often as is needed to keep your teeth and gums healthy; this may be anywhere from every 3 - 24 months.

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. We require 24 hours notice of cancellation so that way we can offer your appointment to someone else.

Patients who regularly fail to keep appointments may not be seen in the future.

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. Please ring the practice in the first half of the morning if you think that you may require urgent treatment.

The changes to the NHS contract which took place in April 2006 mean that the Kent and Medway Area Team has taken over responsibility for ALL 'out of hours' NHS emergency treatment. This is organised through DentaLine, which is based at Canterbury, Medway, Tunbridge Wells and Margate Hospitals. DentaLine can treat patients who:

- are bleeding heavily (haemorrhaging) from the mouth
- have an injury to their teeth or mouth
- have severe facial swelling
- are in pain that started suddenly and cannot be eased by pain killers

Normal DentaLine opening hours are: 7pm to 10.30pm every day plus weekends and bank holiday mornings 9.30am to 11am. Patients should telephone the centre before attending and will be assessed during their call to determine how urgently treatment is needed. For emergency advice or help in accessing the DentaLine service, call: 01634 890300

Your rights and responsibilities

You are entitled to

- a thorough examination of your mouth, teeth and gums
- 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 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 need to cancel an appointment
- 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.
- treating our staff with courtesy and respect

Please note – we will refuse to treat patients who are abusive or violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform the patient and the Kent and Medway Area Team.

Your dental records

Your dental records will remain confidential and secure. You can download full details of how we look after your personal details by downloading the 'Data Protection; Code of practice for our patients' leaflet from our website. You can also obtain a printed copy from reception.

Complaints Service

We take complaints seriously. If you have a concern or complaint, please let us know via reception and we will try and deal with it properly and speedily through our in-practice procedure. We would be happy to discuss whatever it is with you, and hopefully resolve the matter quickly and informally. A copy of our Complaints Procedure is available for download on our website or available at reception. We are always interested to have comments about the provision of our services so that we can continually improve.

If any complaint cannot be resolved in-house, NHS complaints can be dealt with by PALS (the Patient Advice and Liaison Service) who can be contacted on 0800 085 6606

Useful contacts

Kelvin House Dental Practice, 2 Nelson Road, Whitstable, Kent CT5 1DP
01227 771323 info@khdp.co.uk www.khdp.co.uk

Primary NHS dental services are arranged by the area team. Details can be obtained from:
Mrs Annie Godden (Senior Contracts Manager)

Kent and Medway Area Team, Wharf House, Medway Wharf Road, Tonbridge, Kent TN9 1RE
01732 376028 anniegodden@nhs.net

For emergency advice or help in accessing the **DentaLine service**, call: 01634 890300

NHS 111 has taken over from NHS Direct for telephone advice regarding emergency and urgent care (but where it is not a 999 emergency).

NHS 111 can be found online at the www.nhs.uk website

The **General Dental Council** are responsible for the regulation of the dental professions in the UK. They set standards, regulate the registration of individual dental professionals and quality assure dental education.

General Dental Council, 37 Wimpole Street, London W1G 8DQ
020 7887 3800

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