

Welcome to our Dental Practice and thank you for choosing to come to us for your dental care. This leaflet will give you some important information about the services we are pleased to offer our patients.

The Dentists

The practice dentists are:

Mr. Harish M Patel
BDS DGDGP (UK) MGDS RCS Eng.

Dr. Priti Acharya
BDS (Hon) MFDS RCS Eng. MFGDP (UK) MSC MOrth RCS Eng.

Dr. Negar Monemi BDS

Dr. Zuleyha Cetinkaya BDS

Vocational Dental Practitioner BDS

The Practice

We aim to provide an efficient and consistently high level of dental care, within the constraints of your chosen payment system. We endeavour to create a friendly dental practice that puts emphasis on the quality of our dental care and the safety and cleanliness of our work place. Many of our patients choose this practice because a friend or a relative has recommended us to them. We regard this to be the best compliment we could be paid.

Our patients are under the care of their chosen dentist although in emergencies an alternative dentist may be seen.

Experience has shown that regular visits to the dentist are important to help maintain the health of your teeth and gums. This forms the basis of our philosophy and we recommend regular dental check-ups to avoid problems at a later date.

General Information

- ◇ Our opening hours are as follows:

Monday	8.00 am – 8.00 pm
Tuesday	8.00 am – 6.00 pm
Wednesday	8.00 am – 8.00 pm
Thursday	8.00 am – 6.00 pm
Friday	8.00 am – 6.00 pm
Saturday	9.00 am – 1.00 pm.

- ◇ We are closed for lunch between 1 - 2 pm on Friday only.
- ◇ We always try to see patients at the appointed time. If you are kept waiting there is normally a good reason. Please excuse us and be patient.
- ◇ We are pleased to offer for sale a range of carefully selected dental health products. These can be purchased at any time. For more information please ask a member of staff.
- ◇ If you have to cancel or alter an appointment we request AT LEAST 24 HOURS NOTICE. This enables us to make alternative arrangements to see other patients in need of urgent dental care. Although it is never our intention to, we may decide not to offer you NHS treatment if you continue to fail, attend late or cancel an appointment too late for us to make alternative arrangements.

Disabled Facilities

We try our best to help handicapped patients. We have ground floor facilities which are suitable for patients with wheelchairs.

What kind of treatment do we offer you?

- ◇ We offer a full range of dental treatment. Patients (both adult and child) can choose to be seen entirely privately, receive a mixture of NHS and private treatment, or receive only NHS dental treatment. Please note that not all dentists in the practice will see new NHS patients.
- ◇ Any treatment not covered under the NHS can be carried out on a private basis. This includes tooth whitening, implants, large white fillings and white crowns on back teeth, amongst many others.
- ◇ Private patients receive extended treatment sessions and treatment using materials of superior quality.

How often should I see my dentist?

Your dentist may change their recommendation on how often you need a dental check-up, based on your individual oral health needs. This is based on

the National Institute for Health and Clinical Excellence (NICE) guidelines. People with higher treatment needs may need to attend more often than before, whereas people with good oral health may only need to attend once every 12 to 24 months.

How much will I pay for my dental treatment?

- ◇ Our staff will inform you of the initial costs of a consultation. Following a detailed examination by your dentist, we will discuss with you a treatment plan of your choice, together with an estimation of charges. A written treatment plan is always offered for any extensive dental treatments or upon request.
- ◇ NHS and Private Treatment Fees change on an annual basis. Please see practice posters or ask a member of staff for more details.
- ◇ Some people may qualify for full or partial exemption from NHS dental charges. If you would like more information please ask our Receptionists.
- ◇ Please note that patients who fail to complete a course of NHS dental treatment may need to pay a further charge, if they return at a later date to continue with their dental treatment.

When do I pay for my treatment?

Under the new NHS regulations, the Practice is entitled to ask you to pay the full costs of your treatment in advance, before beginning your treatment. We may ask you for a deposit for any treatment involving laboratory-work.

When can my dentist refuse to see me?

A dentist may remove you from their register for any of these reasons:

- Regular missed appointments
- Persistent lateness
- Not paying for treatment
- Failure to follow dental recommendations
- Abuse to staff

What if I wish to make a complaint?

It is practice policy to always improve the services we provide to our patients. If you wish to make a complaint about the services you have received, please write to:

Mr. H. M. Patel
141 -145 Lupus Street
Pimlico
London SW1V 3HD

What happens to my records if I change my dentist?

Your records belong to you dentist, and are not passed on to your 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. However, most dentists simply make their own records.

Can I see my records?

The Data Protection Act 1998 allows you to inspect your records and x-rays. It also entitles you to copies of your records and x-rays, but you have to pay for these. If you have any problems in understanding what the records mean the dentist must explain them to you.

This will be especially so with dental records, as the dentist will use symbols and abbreviations to record what treatment has been done. The dentist must allow you to see your records or provide you with copies within 40 days.

What if I have an emergency?

Should you need to see the dentist urgently, please call early in the day to give us the best chance to see you that day. We will endeavour to see all patients who attend for emergency dental treatment as quickly as possible.

For urgent out-of-hours dental care please call:
020 3402 1312.

Details can also be found on the practice answer machine outside working hours.

ORAL HEALTH ADVICE

Cavities, also known as tooth decay, occur when plaque - the sticky substance that forms on teeth - combines with the sugars and / or starches of the foods that we eat. This combination produces acids that attack tooth enamel. Tooth decay is a preventable disease.

1. Brush Your Teeth

Brushing your teeth properly at least twice a day with a fluoride toothpaste will help prevent tooth decay.

2. Floss Daily

Food debris gets caught in between our teeth when we eat. If not removed, it can lead to cavities. Flossing daily is the best way to remove debris from in between teeth.

3. Eat Healthy

Proper nutrition plays an important role in good dental health. Eating 'safe' snacks and limiting the intake of sugary drinks to meal times only will help to prevent tooth decay.

4. Visit Your Dentist

Many cavities can only be detected by a dentist or a dental X-ray. Visiting your dentist for regular check ups and cleanings are a key factor in preventing dental disease.

5. Have Sealants Placed

Dental sealants are a protective coating that is applied to the biting surfaces of the back teeth. They protect the tooth from cavities by shielding against bacteria and plaque. Sealants are more commonly placed on newly grown permanent teeth in children.

6. Use a Mouthrinse

There are several mouth rinses on the market that have been clinically proven to reduce plaque. Often they contain fluoride, which helps to re-harden the tooth's enamel thereby helping to reduce tooth decay.

7. Chew (Sugarless) Gum

Chewing certain sugarless gums can actually help to prevent cavities by increasing the flow of saliva in your mouth.

Lupus Street Dental Practice



141 - 145 Lupus Street,
Pimlico,
London
SW1V 3HD.

Tel: 020 7834 8081

GENERAL
PRACTICE
INFORMATION
LEAFLET