

## Our Practice Quality Policy

Our practice aims to provide dental care of a consistent quality for all patients. We have management systems to help us and which define each practice member's responsibilities when looking after you.

- In proposing treatment, we will take in to account of your own wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will always explain what we are doing.
  - We will do all we can to look after your general health. We will ask you about your general health and about any medicines being taken. This helps us to treat you safely. We all keep all information about you confidential.
  - Contamination control is also essential to the safety of our patients. Every practice member receives training in practice systems for contamination control
  - We screen all patients for mouth cancer at routine checkups. We ask patients about tobacco and alcohol use because they increase your oral cancer risk.
  - All staff joining the practice are given training in practice wide procedures. Once a year, there is an individual review of training needs of all staff in the practice.
- All members of the practice know of the need to ensure that dentists are working safely. In the unlikely event that a dentist in this practice becomes unfit to practice, we have systems to ensure that concerns are investigated and if necessary acted.
  - We regularly ask patients for their views on our services. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes we make.
  - Practice working methods are reviewed regularly at meetings for all staff. We encourage all staff to make suggestions for improving the care we give patients.
  - We regularly ask patients for their views on our services. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes we make.
  - All dentists in the practice take part in continuing professional education, meeting the General Dental Council's requirements. We aim to keep up to date with current thinking on all aspects of general dentistry, including preventive care.

# Welcome to Southborough Dental Practice

77 London Road

Southborough

Kent

TN4 0NH

Tel: 01892 528048

Email: [southboroughdental@btconnect.com](mailto:southboroughdental@btconnect.com)

A guide to our Dental Services for new  
and existing patients



## Welcome to Southborough Dental Practice

This leaflet provides you with information about our practice that you may find useful

- The Dental Team
- Services available
- Appointments
- Practice Opening Hours
- Urgent and out of hours care
- Your rights and responsibilities
- Useful Contacts

### Our Team

Our teams consists of full time & part time dentists, dental nurses, hygienists and reception staff who always aim to provide a high standard of care and service for patients.

#### **Dentists:**

Principal: Dr Ramona Fathi

Associates: Dr Romulo Greco, Dr Amir Tarki, Dr Hannah Linnard & Dr Michalis Krystos.

**Hygienists:** Lisa Kennard & Sarka Krompolcova

#### **Dental Nurses:**

Fiona Buckingham, Sarah Burt, Natascha Patey, & Kayleigh Bennett.

#### **Receptionists:**

Zoe Harrison & Danielle Dale

### Our Services

**NHS Services:** We have agreed with the local Health Board to provide NHS treatment. NHS Dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a wide range of private treatment options for patients who choose to have treatment that isn't available under the NHS. Private treatments would include Hygienist, Implants, white fillings for molars and cosmetic treatments such as teeth whitening & teeth alignment.

We provide leaflets/price lists for both NHS and private treatments at reception and in the waiting room.

**Specialist Services:** We have an oral surgeon to provide surgical extractions. We also have a dentist who has a special interest in implants and root canals and another dentist who has a special interest in smile makeovers.

### Appointments and Emergencies

You can make an appointment by contacting us on 01892 528048 or by email [southboroughdental@btconnect.com](mailto:southboroughdental@btconnect.com). When you ask us for an appointment we will try our best to offer you one as soon as possible at a convenient time. We also operate an NHS waiting list for new patients.

### **Reminders**

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists now follow guidelines issued by the National Institute of Health and Clinical Excellence (NICE). This means you will be attended as often as needed and may no longer need a check up every 6 months. Please be aware to maintain your NHS registration at this practice, you will need to attend within a 2 year period for an Exam.

### **Emergencies**

Our practice policy for emergency appointments follows NHS NICE guidelines. We will always work our hardest to offer you an appointment within 24hours.

### **Cancellations**

If you are unable to keep your appointment, please let us know as soon as possible so that we can offer the appointment to someone else. Missed appointments waste NHS time. We require 24 hours notice of cancellation. If you fail your appointments on several occasions or short notice cancel more than 3 times, we may no longer be able to offer you further appointments at this practice. There will be a charge for all failed hygienist appointments.

### **Your dental records**

Your dental records will remain confidential and secure. However, from time to time, we may be required to release them to the local health board as part as an on-going clinical review process. We will try to contact you before releasing your dental records.

### Practice opening hours

Monday 8:00am-5:00pm

Tuesday 8:00am-5:00pm

Wednesday 8:00am-6:00pm

Thursday 8:00am-5:00pm

Friday 8:00am-4:00pm

Please note, the practice does not close for lunch between 1:00pm-2pm.

### Urgent treatment and out of hours care

If you have a dental emergency out of normal practice hours, you can contact the Dentaline Service out of hours service on 01634 890300. They are available week days after 6:30pm, weekends and bank holidays. Alternatively the NHS 24 hours advice line is 08454647.

### Your rights and responsibilities

You are entitled to a thorough examination of your mouth, teeth and gums. A full explanation of your treatment options and a written treatment plan including costs. 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 24hours notice to cancel or change an appointment. Repeatedly missed or cancelled appointments may mean we are longer able to offer you further appointments. Paying your bill promptly. Following your dentist's advice. Treating our staff with courtesy and respect. Bring proof of entitlement when claiming help with health costs, if no proof shown, your eligibility will be checked and if entitlement is invalid you may be charged £100 fine . \*Please note, we will refuse to treat patients who are violent, fail to pay their bills or refuse to co-operate.