

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

10 Market Square  
Sandy, Beds, SG19 1HU  
01767 681100  
www.sandy-dentalcare.uk

## **Welcome to Sandy DentalCare**

Thank you for choosing Sandy DentalCare as your dental practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to our team by contacting our practice, who will be delighted to assist you. The practice provides high quality dental care to the local community. We have been established since 1991 and understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

Our view is that each patient is an individual with own values, and we respect your rights to make decisions about your care. The practice offers a full range of NHS treatment limited by NHS capacity. If we exceed our NHS capacity we offer private dental care. All of our dentists carry out the full range of routine NHS dentistry that excludes orthodontics, or sedation. Should you have any further questions about NHS dentistry, please do not hesitate to contact our reception staff, or speak to your assigned dentist.

We are increasingly offering private dentistry options on a fee per item basis or Denplan. Cosmetic dentistry falls under private dentistry, and we can offer a range of treatments to suit your needs. Please speak to your dentist or contact Mandy Tidd for details.

We believe that we continually offer an excellent standard of dental Care. This leaflet gives more information about the services that we provide. Please also refer to our website [www.sandy-dentalcare.uk](http://www.sandy-dentalcare.uk)

Our location map is on the last page of this leaflet.

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### **OUR DENTISTS:**

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment. If during the course of treatment you wish to change your dentist, we shall do our best to offer you an alternative dentist.

While a dentist may be on maternity leave, holiday or sickness, you may choose to see the alternative dentist from the practice or a locum dentist as we arrange.

We have team of dentists some full time, others part time at the Practice, providing services from five surgeries, four of which are on ground floor. We all carry out the full range of NHS dentistry with the exception of Orthodontics and Sedation and all provide private dentistry. All dentists are fluent in English language and do not fluently speak any other language. The brief details about our dentists are as follows:

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

**Our team of dentists** (and usual working hours)

Mr Uday Patel *BDS (Lon 1986) LDS RCS (Eng 1986) MJDF*  
(Wednesdays and Saturdays – GDC Registration 61292)  
Principal Dentist, Practice Owner (Sole Trader)

Miss Helen Kefford *BDS (Bristol 1998) MFGDP RCS (Eng)*  
(Mondays, Tuesdays, Wednesdays - GDC Registration 74313)

Miss Heidi Cheung *BDS (Bristol 2005)*  
(Mondays, Wednesdays, Thursdays, Fridays – GDC Registration 85760)

Mrs Helen Eldret *BDS (Sheffield 2004)*  
(Wednesdays and Thursdays– GDC Registration 83889)

Mr Dipesh Thakrar *BDS (Liverpool 2008)*  
(Monday-Friday full time– GDC Registration 149828)

Miss Clare Fensome *BDS (London 2010)*  
(Thursdays and Fridays– GDC Registration 194127)

Mr Saabpreet Hundal *BDS (Newcastle 2013)*  
(Selected Wednesday Evenings, Selected Saturdays – GDC Registration 252549)

Miss Aarti Patel *BDS (London 2016) MFDS RCS Ed*  
(Usually working Tuesdays, Thursdays and Fridays - GDC Registration 265373)

Miss Rosemary Potter *BDS (Cardiff 2018)*  
(Usually working Monday to Thursday - GDC Registration 278435)

Mr Syed Qasim Ali *BDS (Birmingham 2018)*  
(Usually working Monday to Thursday - GDC Registration 278807)

**OUR SUPPORT STAFF:**

**Karen Webb, Business Manager**

*(in attendance flexible three days per week)*

Karen Webb has been at our practice since 1992. Karen manages the day to day running of our practices, having a wealth of experience that spans over 26 years in dentistry. Karen has a vast knowledge to deal with any of your questions and expertise to manage the day to day running of the business. Karen has multiple responsibilities that ensures the dentists and support staff are there for you, this way providing a smooth running of dental services at our practices, In Karen's absence, a member of the team at the Practice can put you through to the principal dentist Mr Uday Patel for any urgent queries that cannot wait.

**Monika Cross, Patient and Personnel Manager (GDC registration111515)**

*(in attendance usually Wednesdays, Thursday morning and Friday morning)*

Monika Cross has been with the practice since 1994. Monika manages our personnel and responsible for patient feedback and complaints. Monika started as a dental nurse and she brings with her skills in dealing with the wide range of people. Her role as Patient Manager over 25 years has meant that she has been at the helm of successfully dealing with all forms of patient queries and complaints (see section below). Whilst Monika is in attendance on limited days, she can return your call or communication on most days of the week. In her absence, the Business Manager Karen Webb or the principal dentist Mr Uday Patel may be contacted. Monika with her role in working with people, is also involved in staff training and development

**Personal Assistant to Principal Dentist**

Lorraine Gray

**Senior Receptionists**

Janet Johnson

Breda Barrett

**Dental Care Professionals (Senior Dental Nurses )**

Registered with General Dental Council are

**Carol Billot** (GDC registration 133633) – Stock Control Lead

**Kimberley Carr** (GDC registration 137202) – Reception Support

**Amanda Tidd** (GDC registration 131668) – Private Patient Coordinator, Infection Control Lead

**Rachelle Reading** (GDC registration 233650) Apprentice Mentor

In supervised apprenticeship training programme are

Cerys McCarey

Sophie Cray

Marnie Hall

Becky Boakes

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

## **FACILITIES**

The practice has five surgeries with four on the ground floor (also suitable for the disabled) and the other one accessible by stairs. Our premises and a ground floor surgery is accessible to wheelchairs. There are separate ladies and gents toilets on the first floor. There is a toilet on the ground floor should that be easier for access. Please inform us if you have a disability so we can insure you have an appointment booked for the downstairs facilities.

## **OPENING HOURS & FACILITIES**

We are open during the following times:

Monday	8:00am-1pm	2:00pm – 5:00pm
Tuesday	8:00am-1pm	2:00pm – 5:00pm
Wednesday	8:00am-1pm	2:00pm – 5:00pm  Also for private patients only:  5:00pm – 8:00pm
Thursday	8:00am-1pm	2:00pm – 5:00pm
Friday	8.00am-1pm	Closed
Saturday	Occasional mornings for private treatments	
Sunday	Closed	

There are restricted main road parking and neighbouring side streets.

## **EMERGENCIES**

We know how traumatic a dental emergency can be, and endeavour to see as quickly as possible to your needs. We operate a triage system which involves asking pertinent questions about your dental emergency needs. Clearly, if you have a true emergency such as a severe infection with adverse health effects, severe trauma to teeth or uncontrolled bleeding, you should make immediate contact with us, making very clear to the receptionist as we will want to see you urgently during the working day during which time you will be best looked after.

## **OUT OF HOURS EMERGENCY CARE**

A telephone answer message gives details of who to contact in an emergency. The NHS Area Team commission out of hours emergency services. Any arrangements you agree with a dentist working outside our organisation is between you and them. The out of hours service is available

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

after 5pm weekdays, weekends and bank holidays. The number to call is 111. Please communicate to the practice any dental treatment you have received. Further details are on our website [www.sandy-dentalcare.uk](http://www.sandy-dentalcare.uk)

## **APPOINTMENTS**

All patients are seen by appointment only. You may telephone the Practice or drop in to book an appointment. Please note that our dentists may be away as they regularly attend dental courses to update knowledge and learn new skills.

Each dentist has a different working pattern within our opening hours, so we would recommend you ask for correct details at that time.

It is our policy to book patients with their usual dentist. Typically, there may be a wait of two weeks on average between treatment visits.

We will undertake a Dental Care assessment during your first appointment. All patients are recalled at regular intervals that usually range from 3 months for some patients to 12-18 months. NHS patient's who decline to book for a recall appointment will be treated as a new patient to the Practice and placed on any waiting list in operation at that time, if we have NHS capacity. We therefore highly recommend you adhere to recall visits suggested by your dentist if you wish to maintain good oral health and remain as an 'existing' patient. Further details are published on our website [www.sandy-dentalcare.uk](http://www.sandy-dentalcare.uk) homepage where you will find the link for Patient Acceptance Policy – terms and conditions

## **CANCELLING AND MISSED APPOINTMENTS**

If you are unable to keep your appointment for whatever reason, please give us at least 24hours notice by phone or email us. If less than 24 hours notice is given or you forget to turn up for that appointment, you may not be booked for further appointments. Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion (ie two), patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be willing to offer NHS treatment. Please refer to our Patient Acceptance Policy – terms and conditions found on our website

## **SERVICES AND CHOICES**

We endeavour to see all patients, and our practice which has been reasonably modified so patients with disabilities can access care within our ground floor surgery. If you do have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

Private patients have a choices that are not limited by the NHS. For instance we can offer evening or Saturday appointments, and cosmetic material options.

We offer all treatments to our NHS patients and include fillings, dentures, extractions, crowns and bridgework. If for any reason you require cosmetic type treatment, this will be offered to you under a private arrangement. All options are discussed with you and you may choose either NHS under existing rules or private care. They will give you the most up to date information so you many decide which course of action you would like to take.

## **COMMUNICATION**

Good communication with our patients is very important to us and we take time to explain proposed treatment, any risks associated with it as well as available alternatives. An estimated cost of treatment will be given to you. There will always be time to ask questions and the dentist or staff are only too willing to help you. You will be informed of whether the treatment is available on the NHS or provided privately.

It is routine practice for us to provide you with treatment plans when due. If you are unclear about anything, we encourage you to ask your dentist questions.

## **PAYING FOR YOUR DENTAL CARE**

You will be advised of the cost for having treatment in advance. The Practice offers a number of different payment options such as cash or credit/debit card. The practice does not give credit and NHS treatments are paid for in advance of treatment appointment. NHS costs are displayed in the practice waiting areas and you will find published on our website. A copy of our private fee guide is available from reception. We will give you a treatment plan outlining cost. Our private fees are based on an hourly rate which covers our practice expenses and allows us to provide a high standard of care and service to our patients. Relevant policies are published on our website

## **INFORMATION ABOUT YOU & PATIENT CONFIDENTIALITY**

In order to provide a high standard of dental care and attention, we need to hold personal information about you.

We take patient confidentiality extremely seriously at our practice and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and they are trained to maintain your records confidentiality. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment on a need to know basis. No information will ever be released to a third party without your express permission. We have a strict confidentiality policy. Our Practice complies with Data Protection Act 1998 and our Data Protection Policy is available in the 'Practice Information Folder' at the Practice. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please ask at reception. Our website [www.sandy-dentalcare.uk](http://www.sandy-dentalcare.uk) home page provides a link for the policies

You have the right for information we hold about you including copies of dental records. Requests must be made in a signed letter and addressed to Mrs Monika Cross, Patient Manager. We aim to respond to requests within 2 working weeks.

### **WE ARE A TRAINING PRACTICE**

We are very pleased to be a training practice over the last 20 years for newly qualified dentists. Some patients may see changes in their usual dentist for their care. From time to time, dentists at our practice provide second opinions to colleagues which is done in the best interest of you as the patient in mind.

### **CARE QUALITY COMMISSION**

We are registered with the care quality commission and confirm to their standards. Our latest inspection of service was carried out on 17<sup>th</sup> December 2012 and the report can be viewed at:

<http://www.cqc.org.uk/location/1-188013033>

### **SUGGESTIONS, COMPLIMENTS, CONCERNS OR COMPLAINTS**

We aim to make your experience at the practice as pleasurable as possible. We would value positive or constructive comments. If you are not satisfied with your care for whatever reason please write to Monika Cross, Patient Manager, who will deal with your concerns or complaint in line with the practice's complaints policy and procedures. Following our process to deal with your concerns, If you are still unhappy with our response, please see other useful information section below.

#### **Other useful information**

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment in order to ascertain and agree your treatment needs.

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care. We have a portable ramp for wheelchair users to enter through the front door. If you do have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

**Sandy DentalCare**  
Practice Information Leaflet (Reviewed June 2019)

Dentists and Dental Care Professional are registered with the General Dental Council. We very much will endeavour to resolve concerns should there be any. Please contact Mrs Monika Cross at our Practice address.

We believe **we have a very effective in-house complaints handling system.** There is a protocol and policy we follow. Please write about your concerns to Mrs Monika Cross at our practice address. Alternatively you may email details to [uday.patel1@nhs.net](mailto:uday.patel1@nhs.net).

If however following our handling of a complaint you are dissatisfied with the way we handle your complaint you can contact:

For complaints **about NHS treatment** you have received: [NHS England](#), PO Box 16738, Redditch B97 9PT (email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)); or  
The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

For complaints **about private treatment** you have received: [Dental Complaints Service](#), Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA (08456 120 540), or General Dental Council, 37 Wimpole Street, London, W1M 8DQ

