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Sandy, Beds, SG19 1HU
01767 681100
www.sandy-dentalcare.uk
sandydentalcare@sandydentalcare.co.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 a receptionist 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. Our location map is on the last page of this leaflet.

Covid 19 -This has had a major impact on what we have been able to offer in the last year. We are pleased to report that all our surgeries have been open and dentists working their usual hours since January 2021. There are still constraints on how many patients we can safely see in a day due to the cross infection routines we need to follow and treatment appointments must have fallow time added on between patients which leaves us unable to enter the surgery again during that time. This of course reduces the number of patients we can see in a day. However we have a considerable backlog of patients who have had appointments for routine care cancelled in the last year. We are now starting to catch up but this will be a long process so please be patient with us. Unfortunately the waiting room remains closed due to current Covid restrictions. Please do continue to follow the advice given to you when speaking to a receptionist.

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. While a dentist may be on maternity /paternity leave, holiday or sickness, you may see a locum dentist.

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:

Our team of dentists :

Mr Uday Patel *BDS Lon 1986 LDS RCS Eng1986 MJDF*
(Wednesday evening and selected Saturdays – GDC Registration 61292)
Principal Dentist, Practice owner (sole trader)

Associate Dentists

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

Miss Heidi Cheung BSC (Hons), *BDS Bristol 2005, MIDF, Pg Cert Dental Education*
(Monday, Wednesdays, Thursdays and Fridays – GDC Registration 85760)

Mrs Helen Eldret *BDS Sheffield 2004, PG cert Rest Dent(Eastman)*
(Tuesdays and Thursdays– GDC Registration 83889)

Mr Dipesh Thakrar *BDS Liverpool 2008, MFDS, RCS Edin, PG cert Dental Education*
(Monday to Friday full time– GDC Registration 149828)

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

Miss Aarti Patel *BDS London 2016, MFDS RCS (Ed)*
(Tuesdays, Wednesdays 2pm -8pm, Thursdays and Friday mornings- GDC 265373)

Foundation Dentists

Mr Syed Ali *BDS University of Sheffield 2020*
(Monday - Friday) GDC registration 289983

Miss Rabab Ahmed *BDS University of Aberdeen 2020*
(Monday- Friday) GDC registration 289463

OUR SUPPORT STAFF:

Karen Webb, Business Manager

(In attendance full days Monday, Tuesdays and Wednesdays)

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 25 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 or Mrs Monika Cross for any urgent queries that cannot wait.

Monika Cross, Patient and Personnel Manager (GDC registration111515)

(in attendance all day Wednesdays, Thursday and Friday mornings)

Monika Cross has been with the practice since 1994. Monika manages our personnel matters and is 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 many years has meant that she has been at the helm of successfully dealing with all forms of patient queries and complaints (see section below). In her absence, the Business Manager Karen Webb or the principal dentist Mr Uday Patel may be contacted. Monika is also involved in recruitment, staff training and development

Receptionists

Janet Johnson (senior receptionist)

Jodie Pattle (apprentice in training)

Lucy Mostari (apprentice in training)

Dental Care Professionals -Senior Dental Nurses

Registered with General Dental Council are

Carol Billot (GDC registration 133633) – Dental nurse and Equipment Maintenance and Stock Control Lead

Kimberley Carr (GDC registration 137202) – Reception/Senior Dental Nurse

Sophie Cray (GDC registration 292934) - Dental Nurse

Rachelle Reading (GDC registration 233650) - Senior dental nurse

Marnie Hall (GDC registration 293680) - Dental nurse

Rebecca Boakes (GDC registration 294662) - Dental nurse

In supervised dental nurse apprenticeship training programme are

Lucy Dawson

Tullia Hyett

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 ensure 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 and we are a few minutes walk from the main car park in Sandy.

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 after 5pm weekdays and weekends. The number to call is 111. Please communicate to the practice any dental treatment you have received.

APPOINTMENTS

All patients are seen by appointment only. You may telephone the Practice or drop in to book an appointment. **Please note that during the Covid pandemic there is no drop in facility so please phone or email the practice with your request on sandydentalcare@sandydentalcare.com Emails are picked up at regularly through the working day but should not be used if an emergency appointment is needed.** 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 **although during the pandemic the gaps might be longer between appointments according to availability and level of urgency as determined by the dentist.**

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 12-15 months in line with NICE guidelines. NHS patients who decline to book for a recall appointment or do not attend within 15 months of last appointment will be treated as a new patient to the Practice and placed on any waiting list in operation at that time, according to our NHS capacity. We therefore highly recommend you adhere to recall visits suggested by your dentist and book your next check up appointment in if you wish to maintain good oral health and remain as an 'existing' patient on our recall list.

CANCELLING AND MISSED APPOINTMENTS

If you are unable to keep your appointment for whatever reason, please give us at least 24 hours' 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 (i.e. two), patients cancel with less than 24 hours' notice or do not attend an appointment, and we will no longer be willing to offer NHS treatment. Please refer to our Patient Acceptance Policy - terms and conditions leaflet, found on our website. You may see an alternative NHS dental practitioner by calling 111.

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.

All patients have a right to choose Private/independent treatment options that are not limited by the NHS. For instance, we can offer evening or Saturday appointments, and cosmetic material options. Your dentist is best placed to discuss your options with you.

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 may 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

Our current fees and payment policy is found on our website. You will be advised of the cost for having treatment in advance. Payment can be made in cash, debit or credit 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. A printed copy of our private fee guide is available from reception, and NHS prices are displayed in the practice and on our website. We will give you a treatment plan outlining costs. As a guide, 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.

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. Our privacy policy is published on our website and

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 printed copy of this policy or if you would like further information regarding your rights to view your patient records please ask at reception. You will find policies published on our website.

You have the right for information we hold about you including copies of dental records. Requests should be made in a signed letter and addressed to Mrs Monika Cross, Patient Manager.

WE ARE A TRAINING PRACTICE

We are very pleased to be a training practice over the last 23 years for newly qualified dentists, many have become longstanding dentists at the practice. 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.

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 17th 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 giving you the opportunity to ask questions and decide how you would like to proceed.

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.

We reserve the right to refuse dental treatment. We do not tolerate verbal or physical abuse at any level. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities that include the Police.

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.**

On our website you will find useful information about how to complain, and complaints handling policy. Please do write to Monika Cross, Patient Manager at our practice (or email

uday.patel1@nhs.net) . We work hard to resolve matters and take on board your feedback. 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); or The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or 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)

