

10 Market Square
Sandy, Beds, SG19 1HU
01767 681100
www.sandy.dental
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 and Private dental treatments. Please note that there is limited capacity for NHS patients due to a national shortage of NHS dentists. There are dentists who 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 the dentist you see at your next appointment.

We offer private dentistry options on a fee per item independent basis or on a Practice Plan subscription. If you would like more information on this plan please call the practice. Cosmetic dentistry falls under private dentistry, and we can offer a range of treatments to suit your needs. Please speak to a 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.

OUR DENTISTS:

If you are a private patient of practice plan or are seen on an independent basis you will be assigned a regular dentist of your choice. NHS patient will be seen by the dentist with capacity at the time, so you will not have a regular named dentist.

We have team of dentists some full time, others part time at the Practice, providing services from six surgeries, four of which are on ground floor. The practice may be able to offer the full range of NHS dentistry with the exception of Orthodontics and Sedation and all dentists 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 :

Principal Dentist, Practice owner

Mr Uday Patel *BDS Lon 1986 LDS RCS Eng 1986 MJDF*
(Wednesday evening and selected Saturdays – (may be available at other sessions)– GDC
Registration 61292)

Associate Dentists

Associate Dentists at our practice are self-employed, independent contractors, who take personal responsibility for the treatment they provide.

Miss Helen Kefford *BDS Bristol 1998 MFGDP RCS Eng. PGC Dental Education*
(Mondays, Tuesdays, Wednesdays - GDC Registration 74313)
Practice plan/private adult patients only. Will see children on NHS basis.

Miss Heidi Cheung BSC (Hons), *BDS Bristol 2005, MIDF ,Pg Cert Dental Education*
(Monday, Wednesdays, Thursdays and Fridays – GDC Registration 85760)
Practice plan/private adult patients only. Will see children on NHS basis.

Mrs Helen Eldret *BDS Sheffield 2004, PG cert Rest Dent(Eastman)*
(Tuesdays only GDC Registration 83889)
Independent adult patients only but will see children on an NHS basis.

Miss Clare Fensome *BDS London 2010*
(Some Tuesdays and Thursdays – GDC Registration 194127)
Practice plan/private adult patients only. Will see children on NHS basis.

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

Miss Alisha Gill *BDS University of Bristol 2022*
(Monday to Thursday, Occasional Fridays. GDC Registration 301834)
Private patients and some NHS capacity. Will see children on an NHS basis.

Dareen Sherief *BDS University of Liverpool 2020*
(Full Time, GDC Registration 289282)
Private patients and some NHS capacity. Will see children on an NHS basis.

Foundation Dentists

Miss Lucy Torbe *BDS Kings College London.2024*
(Full time except for Tuesdays. 318559)
NHS patients and some private patients

Miss Tamara Kwartz *BDS Birmingham 2024*
(Full time except Tuesdays GDC registration 318687)
NHS patients and some private patients

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 30 years in dentistry. Karen has 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 ensure 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 Wednesday mornings, all day Thursday and Friday mornings)

Monika Cross has been with the practice since 1994. Monika manages our personnel matters for all the team and is also responsible for responding to 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 responsible for recruitment, staff training and development

Compliance, Nurse and Practice Support

Rachelle Reading (GDC registration 233650) Compliance Lead & Senior Dental nurse

Rachelle Reading has huge amount of experience as a dental nurse, mentoring nurses in training, reception duties and now has taken up responsibilities as our compliance lead and supporting the practice according to needs.

Receptionists

Sophie Cray, Lead Receptionist (and Practice Plan Lead) Full time

Pauline Langford, Receptionist- Monday - Wednesday

Our team of receptionists are trained to high standards and understand the needs of our patients. They are approachable to answer your questions.

Dental Care Professionals

Our team of nurses are highly skilled to support the dentist carry out their clinical duties.

Registered with General Dental Council are

Carol Billot (GDC registration 133633) Senior Dental Nurse

Sophie Cray (GDC registration 292934) Dental Nurse (predominantly receptionist)

Cece Arnold Dental Nurse (GDC registration 319669)

Tullia Hyett (GDC registration 306902) Dental Nurse

In supervised dental nurse apprenticeship training programme are:

Jodie Pattle (Qualified as receptionist and now training as a dental nurse)

Daniella Iannelli

Keira Clowsley-Hutchings

Shelley O Donnell

Tiffany Parker

FACILITIES

The practice has six 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 – 7:00pm
Thursday	8:00am-1pm	2:00pm – 5:00pm
Friday	8:00am-1pm	Closed
Saturday	Occasional mornings for private treatments only	
Sunday	Closed	

There is 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. Note that due to capacity challenges some emergencies may be directed to NHS 111 although we do always endeavour to see patients of the practice.

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. Practice Plan patients will be given details of who they can contact if our surgery is closed.

APPOINTMENTS

All patients are seen by appointment only. You may telephone the Practice or drop in to book an appointment. You can email us at: sandydentalcare@sandydentalcare.co.uk Emails are picked up 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.

Typically, there may be a wait of several weeks on average between treatment visits and are booked according to availability and level of urgency as determined by the dentist. Urgent care slots are available for those calling at 8am Mondays to Fridays on a first come, first served basis. However due to capacity limits for NHS care we do have to suggest NHS 111 for patients when emergency appointments are no longer available

We will undertake a Dental Care assessment during your first appointment. All patients are recommended a recall at regular intervals that usually range from 3 months for some patients to 12-15 months in line with NICE guidelines. However, we do have a shortage of NHS appointments and NHS dentists due to multiple factors, which are affecting our NHS capacity. We therefore highly recommend you consider all your available options that the dentist provides for you at the time of your visit. Patients who seek only NHS care, are on a recall waiting 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 (ie two), patients cancel with less than 24 hours' notice or do not attend an appointment, we will no longer be willing to offer NHS treatment. You may see an alternative NHS dental practitioner by calling 111 but there are limited NHS resources so you may need to travel further.

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 independent treatment options that are not limited by the NHS. For instance, we can offer evening or Saturday appointments, and cosmetic material options. We have many patients who are seen under a practice plan membership. 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.

Practice Plan

We also offer a private affordable alternative to NHS care in the form of practice Plan membership for oral health maintenance. This spreads the cost throughout the year on a monthly direct debit scheme and offers 3 different packages so you can join the scheme that is most suitable for you. Patients on the Plan will also receive 10% discount on any treatments that are needed. Please speak to a member of our team if you would like to find out more. Alternatively we also see patients on a private basis where they pay as they go. The fee structure can be found on our website.

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 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. If you have not been handed a treatment plan please ask for one.

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 for business, which covers our practice expenses and allows us to provide a high standard of care and service to our patients. Practice Plan patients receive a discounted rate.

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 28 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 a colleague 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 18th January 2023 and the report can be viewed at:

<http://www.cqc.org.uk/location/1-189845578895>

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

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 be accessible to all patients, so 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.

We believe **we have a very effective in-house complaints handling system.**

On our website www.sandy.dental 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.patell@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:

ENGLAND: The Parliamentary and Health Service Ombudsman, CityGate, Mosley Street, Manchester. M2 3HQ (0345 015 4033 or www.ombudsman.org.uk).

Or

NHS England, PO Box 16738, Redditch, B97 9PT

Phone 0300 311 22 33

england.contactus@nhs.net

SANDY DENTALCARE LTD
PATIENT INFORMATION LEAFLET

For complaints about private treatment:

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ (020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/complaint/privatepatients>)