

### Some useful contacts

<b>Westbury Dental Care</b>	75 Kingston Road, New Malden, Surrey KT3 3PB Telephone 020 8942 8943 Email <a href="mailto:info@westburydentalcare.com">info@westburydentalcare.com</a> Web <a href="http://www.westburydentalcare.com">www.westburydentalcare.com</a>
<b>Primary Care Trust</b>	<a href="http://www.nhsdentalpractice.co.uk">www.nhsdentalpractice.co.uk</a> Westbury Dental Care have agreed with Kingston Primary Care Trust to provide NHS dental services. The contract for these services is held by Dr Paula Brennan BDS. GDC Number 78311.
<b>Local NHS Services</b>	NHS Direct (Interactive) on digital satellite TV, visit <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> or telephone 0845 4647. <b>Kingston Primary Care Trust – Hollyfield House, 22 Hollyfield Road, Surbiton, Surrey KT5 9AL.</b> For more advice on receiving help with the cost of NHS dental treatment, go to <a href="http://www.cfsms.nhs.uk">www.cfsms.nhs.uk</a> and click on 'Entitled to help with NHS costs'. The complaints manager or Patient Advice and Liaison Service (PALS) at your PCT, your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit <a href="http://www.dh.gov.uk">www.dh.gov.uk</a>
<b>NHS Counter Fraud services</b>	If you have a suspicion of fraud taking place within the NHS please contact our Fraud and Corruption Reporting Line on 0800 028 40 60 (Monday to Friday 8am–6pm).
<b>Private dental services</b>	The Dental Complaints Service on 08456 120 540 or visit <a href="http://www.dentalcomplaints.org.uk">www.dentalcomplaints.org.uk</a> . Patients found to have incorrectly claimed NHS dental treatment costs may receive a penalty charge.

**We have agreed with Kingston Primary Care Trust to provide NHS services for patients.** Please ask our reception team if you have any questions.

### Our NHS service

<b>NHS clinic times</b>	Monday to Friday from 10.00am – 5.00pm
<b>A choice of service</b>	As well as our comprehensive NHS service we also provide a full range of private treatments for patients such as large white fillings in back teeth or cosmetic options like tooth whitening. Your dentist will advise you how much these cost and discuss Westbury's flexible payment schemes.
<b>Specialist help</b>	Dr Paula Brennan has a special interest in orthodontics, implants and CEREC (a unique way of creating crowns or inlays while-you-wait). We can also refer you to a specialist dentist where necessary or if you request us to do so.
<b>Reminders &amp; recalls</b>	At the end of a course of treatment your dentist will let you know when you need to book another appointment. NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you may attend as often as necessary to keep your teeth and gums healthy. You may no longer need a check-up every six months, however, some patients may wish to attend more often than recommended by their dentist. If this is the case private examinations are available.

## Our NHS service

**Cancellations** If you are unable to keep your appointment *please* let us know as soon as possible so we can give the appointment to someone else. **If you miss more than two appointments and give less than 24 hours notice, we may not be able to complete your treatment or offer you NHS care in the future.**

**Urgent treatment** Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.  
If you think you need urgent treatment please contact the practice as early in the day as possible and we will try and fit you in.

**Your dental records** Your dental records will remain confidential and secure. However from time to time we may need to release these to Kingston PCT or the NHS Business Services Authority as part of our ongoing clinical review process.

**About our service** If you would like to comment about any aspect of our service please contact the Practice Manger.

If you are not happy with our response you are entitled to raise this verbally or in writing with your Primary Care Trust. You can get support with making a complaint from NHS dental services; see over for details.

**Disabled access** Although disabled patients use our practice, unfortunately we are unable to offer full access to the premises due to its location. The toilet has limited space and there is no ramp into the building. If you are disabled, please contact the practice where we will be happy to give you further information.

## Your rights and responsibilities

### You are entitled to:

- A thorough examination of your mouth, teeth and gums.
- A full explanation of your treatment options.
- A written treatment plan, including costs.
- The right to choose your dentist (simply ask the receptionist before making an appointment).
- Information about charges – There are three standard fee levels on the NHS. Because these are likely to change, please ask the reception team for details.
- 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 us at least 24 hours notice (1 working day) if you have to cancel or change an appointment.

**If you miss more than two appointments we may no longer be able to offer you treatment.**

- Following your dentist's advice to prevent tooth decay and gum disease.
- Paying your bill promptly.

- Bringing proof of entitlement when claiming help with the cost of NHS treatment.

If no proof is shown your eligibility will be checked.

- Treating our staff with courtesy and respect.\*



\* Please note: We may refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform the patient and Kingston Primary Care Trust.