

**Orthodontic care:** We no longer provide orthodontic care at this practice. When a patient requires orthodontic care, and meet the government's guidelines for NHS care, we will refer you to a colleague who undertakes NHS work. If the extent of treatment needed is not enough to qualify for NHS treatment, we will refer you to a private orthodontist.

**Recalls :** NHS dentists now follow guidelines issued by the National Institute of Clinical Excellence (NICE). These guidelines state how often a patient needs to see their dentist according to their oral health needs.

It is no longer the norm for NHS patients to have two NHS check-ups each year, if you do not need them. At the end of your treatment, your dentist will discuss with you when you will need to see a dentist again.

The Department of health wishes to allocate NHS resources to those that need it most. You can however visit your dentist privately if you prefer to talk to your dentist more regularly about your oral health needs or have a regular visit to the hygienist to have the reassurance that all is well.

**Reminders :** We send out reminders to all our patients when their next dental check-up is due. Please contact us if you have not heard from us, or if an allocated date is not convenient.

### **Refusal to begin or finish a course of treatment**

Under clause 33 to 39, a dentist may refuse to begin or finish a course of treatment if the following conditions apply:

- ✚ Violent and threatening patients.
- ✚ Patients who refuse to pay NHS charges prior to the commencement of, or during treatment
- ✚ Irrevocable breakdown in the relationship between dentist and patient.

### **NHS treatment started but not finished before the 1<sup>st</sup> of April 2006**

If your treatment started on or after the 1<sup>st</sup> of January 2006 but before the 1<sup>st</sup> of April 2006, (under the old system of patient charges), but finishes on or after the 1<sup>st</sup> of April 2006, when the new system came into effect, you will pay the lower charge of the two systems. Your account will be reviewed at the end of your treatment and if a refund is due to you, this will be made as soon as your treatment is completed. Please note, refunds cannot be made during your ongoing treatment due to possible changes to your treatment plan. Changes in costs may become necessary according to your treatment needs.

**For further information and advice on the changes in NHS dentistry and patient charges, please see the NHS Direct website:  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**



# Direct Dental Service

107 Wootton Road, Kings Lynn. Norfolk PE30 4DJ

For Appointments: Telephone – **0844 5769336**

## Opening Hours

Mon	- 08:00 to 19:00 hours
Tue	- 08:00 to 18:00 hours
Wed	- 0800 to 1800 hours
Thu	- 0800 to 1900 hours
Fri	- 0800 to 1700 hours

## Weekend and Bank Holidays:

Please contact NHS Direct on **0845 600 3246** for treatment and emergencies over the weekend and bank holidays.

## Staff Training:

Occasionally, we may close the surgery for staff training.

## Disabled Access

We have suitable access for patients in wheel chairs. Please let us know if you have any special assistance.

## When the Practice is closed

The Norfolk Primary Care Trust (PCT) is responsible for commissioning dental services for the hours and days that fall outside normal routine surgery hours. If you need dental advice and or care when the practice is closed, please telephone NHS direct on 0845 600 3246.

## Changes to NHS Dentistry

From the 1<sup>st</sup> of April 2006, the Government changed the arrangements for NHS Dentistry in England and Wales. It also introduced a new system of charges that NHS patients pay for their treatment.

At this practice, your dentist have decided to continue to provide NHS care under the new terms, but there will be some changes to the way we work. These are described in this leaflet.

Your practice team will be happy to answer any questions you may have about the new arrangements.

## Other Languages spoken

Languages spoken by our staff include: Lithuanian, Arabic, Polish, Nepali and Hindi. If you require a translator, let us know when you book to see us.

### **Staff**

We have a team of professional staff.

We always aim to provide a high standard of care and service for patients.

### **Dentists**

<i>Name</i>	<i>Qualifications</i>	<i>Hours</i>
Dr Petros R Mapanda (Male) GDC reg. 62065 (1987) Principal Dentist	PGC Sedation, Msc, BDS, LDS RCS London 1987	Mon: 10:00 - 19:00 Tue: 09:00 - 18:00 Wed: 08:00 - 17:00 Thu: 10:00 - 19:00 Fri: 08:00 - 17:00
Dr Redouane Abou-Hilal (Male) GDC reg.84988 (2005)	Lek Stom Bialystok 1987	Part time: Mon: 09:00 - 18:30 Thu: 09:00 - 18:30 Fri: 09:00 - 17:00
Dr Khem Joshi (Male) GDC reg. 84097 (2004) Associate Dentist	Lek Stom Poznan 1998	Full time: Mon: 08:30 – 17:00 Tue: 09:00 – 18:00 Wed: 08:30 – 17:00 Thu: 09:00 – 18:00
Dr Abbas El Debek (Male) GDC reg. 101341 (2006) Associate Dentist	D Odont Kaunas 2004	Part time: Tue: 09:00 - 18:00 Wed: 08:00 - 13:00

### **Other staff**

<b>Name</b>	<b>Qualifications/GDC reg.</b>	<b>Role</b>
<b>Lyn Brown</b>	<b>RDN</b>	<b>Dental Nurse &amp; Practice Supervisor</b>
<b>Laura Lane</b>	<b>RDN</b>	<b>Dental Nurse</b>
<b>Gemma Keeble</b>	<b>RDN</b>	<b>Dental Nurse</b>
<b>Dominique Wall</b>	<b>TDN</b>	<b>Dental Nurse</b>
<b>Kerrie Walker</b>	<b>TDN</b>	<b>Receptionist</b>

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## NHS Patient Charges

NHS patient charges change on the 1<sup>st</sup> of April annually. From the 1<sup>st</sup> of April 2006, if you pay NHS charges, instead of paying a proportion of the cost of your treatment, you will pay one of four fixed charges relating to the type of care and treatment you have had.

The charge bands are given below. For example, if you have a check-up and two fillings, you will pay one band 2 charge of £45.60. If you need a crown as well, you will pay one Band 3 charge of £198.00. Should you

need three crown, you will also pay one Band 3 charge of £198.00. Your dentist will provide you with a treatment plan indicating your treatment options and the total cost. The NHS treatment plan also explains clearly your rights and responsibilities including keeping appointments.

**Free Dental care:** NHS dental care is still free to children under 18, or 19 in full-time education. It is also free for expectant women and new mothers where the child is under one year old and persons on certain state benefits or exemptions.

The Practice team will be happy to answer any questions you have on the changes to NHS dental charges.

**Private care:** We offer all patients NHS or private care.

Private treatment gives you more treatment options as cosmetic treatment is not available on the NHS. You also get a greater choice of materials and higher quality laboratory work for a better aesthetic result. Due to the changes in NHS charges, some private treatment may even be cheaper.

**Making appointments:** The recent changes mean NHS patients will no longer be 'registered' with their dentist, but this does not mean that you cannot continue to see your usual dentist.

The NHS now requires us to provide a fixed, limited amount of NHS care each year; therefore we have to allocate our time and our NHS budget accordingly. You can choose which dentist you would like to see at the practice, but it may not always be possible to arrange this because the particular dentist may not have any NHS time available. We will offer you an appointment as soon as possible at a convenient time for you and within the hours we have set aside for NHS patients.

**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. We have set

aside time each day for fitting in patients in pain and who may need urgent treatment.

**Nervous Patients:** We cater for the extremely nervous individual (dental phobic). We offer dental conscious intravenous sedation on a private basis. Please enquire at reception should you or one of your friends or relatives be in need of treatment under sedation. This treatment is limited to healthy individuals belonging to ASA Grade I and II only.

**Cancellation Policy:** If you are unable to keep an appointment, *please let us know as soon as possible* so that we can utilise the time for another patient or emergency. Our missed and failed-to-attend policy means that if you fail or cancel 2 appointments or more without giving us a minimum of 24 hours notice, we may not be able to complete your treatment or offer you further NHS care.

**Complaints Policy and Procedure:** Should you wish to make a comment or complaint please speak to anyone of our staff members who will deal with the matter promptly and courteously. You may ask for the practice comments and complaints registration forms and a copy of the practice comments and complaints policy from the receptionist.

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