



**Dr. Chris Stead BChD.**  
**Dr. Thushanthi Rajah BDS. MSc.**

Tel: 0115 9602717  
[www.tavistockdrive.com](http://www.tavistockdrive.com)

# PRACTICE INFORMATION

We would like to explain what we can offer our patients at Tavistock Drive Dental Care.

Our adult care is provided on a private basis, which has allowed us to invest in the facilities, which have made us one of the most comprehensively equipped surgeries in the area.

Importantly, it allows us to spend the chair-side time with you that our patients expect and without which it is not possible to offer the care that we believe current standards demand.

## PERSONNEL

**Dr. Chris Stead BChD.** graduated from the University of Leeds in 1984 and joined the practice in 1987.

**Dr. Thushanthi Rajah BDS. MSc.** graduated from the University of Cardiff in 1994 and also has a post graduate Degree in Periodontology from Guys Hospital (London 1999). She joined the practice in 2008.

We have a wealth of experience in providing ongoing dental care. We are supported by excellent staff, Hygienists **Jacque and Julia**, Receptionist **Nora** and Surgery Assistants **Emily, Hailey and Kitty**. The team is completed by our Practice Manager **Nancy**.

Most of our staff have been with us for many years and you would always be under the care of the same dentist, allowing us to offer you a continuity of care which is sometimes missing in other practices.

# SURGERY HOURS

The practice is open between:

8.00 – 13.00 & 13.30 - 18.30 on Mondays

8.00 – 13.00 & 13.30 – 16.00 on Tuesdays.

8.00 – 13.00 & 13.30 - 18.45 on Wednesdays.

8.00 – 13.00 & 13.30 - 17.30 on Thursdays.

8.00 – 13.30 on Fridays.

## OUR SURGERY FACILITIES

1. On-site parking with easy ramp access to the practice, making it convenient for the disabled and parents with push chairs.
2. Ground floor, air conditioned surgeries, with the latest equipment.
3. Information sheets on almost any topic relevant to your care to help you understand how we can help you.
4. Close liaison with some of the best local dental technicians to provide high quality laboratory work and excellent aesthetic results.
5. Experienced hygienists offering preventive care
6. **Denplan** schemes offering ongoing preventive care together with accident and emergency insurance.

# OUR CARE POLICY

Our new adult patient appointment costs £45.00\* and can take up to 40 minutes giving you time to describe fully what concerns you and to be confident in the way you will be treated \*(Excluding radiographs and any treatment provided at that visit.)

Anxious and nervous patients are welcome, we have the time to discuss and explain all our treatments.

If you have an urgent problem we will try to offer you an appointment within 24 hours.

We care for our patients just as we do our families and friends. It is important to us that you are happy with the care we provide. If you have any comments about our practice operation we are ready to act upon them to improve our services.

Itemised cost estimates are given for all treatment planned. For patients with more complex requirements, we produce a comprehensive report and arrange a discussion appointment to ensure that you understand your problems and their solutions before you agree to any work being done.

A pleasing smile is a real asset to confidence and success in this image conscious world, and it is our aim to provide and maintain this for you.

We try our very best always to be punctual with appointments.

Our emergency provision allows you to contact your dentist out of hours for advice and treatment if necessary. We are also members of the Nottingham Emergency Dental Service (NEDS) 0845 603 1407.

# CLINICAL GOVERNANCE

We are committed to the highest standards of patient care. We subscribe fully to the clinical governance directives, which monitor every aspect of our care provision.

Our recent practice inspections have shown our standards to be first rate.

## YOUR CARE

Dentistry these days can often involve several treatment alternatives and it is important to us that you understand these so you can participate in the decisions taken. We use our intra oral cameras, computer imaging, books, photographs and advice sheets to demonstrate problems and explain treatment methods.

\* Written estimates of costs are provided for treatment recommendations.

\* Cosmetic aspects are always taken into account when treatment is planned.

\* Good oral hygiene is essential for minimising future problems and we set up future hygienist visits dependent on the level of care you currently need. Each time you have an examination we look at not only your teeth but also the condition of your gums and other soft tissue in your mouth. You are screened at every examination for signs of oral cancer. We stock a range of toothbrushes and other specialist products to help you keep your gums healthy.

# IF YOU ARE UNHAPPY WITH THE APPEARANCE OF YOUR SMILE THERE ARE SEVERAL WAYS WE CAN IMPROVE IT FOR YOU.

Discoloured teeth can be whitened to remove the staining that develops over time. We recommend using a “home whitening” technique.

Uneven teeth can be contoured and have composite bonding to make them appear more even without the need for crowns or veneers.

Dark amalgam fillings can be replaced with tooth coloured ones.

Damaged or very uneven teeth can be crowned or have veneers to restore them to their original appearance or better.

Missing teeth can be replaced with fixed bridgework or implants.

Large plastic dentures can often be replaced with smaller metal-based ones.

We offer wrinkle softening treatments and dermal fillers for facial contouring on request.

## TOOTH WHITENING

Tooth whitening, a popular request by many patients, can make a fantastic difference to your smile. Patients who have had this have been delighted and immediately feel so much better. We often get a 6 - 8 shade improvement making a huge difference to the brightness of your smile.

Once you have obtained the desired improvement, maintaining it is easy so you can keep your brighter smile indefinitely.

If we are going to provide crowns or fillings at the front of your mouth and you want to have a whitening procedure, this should be carried out first before other work is done. Then the fillings and crowns can be matched to the new tooth shade.

## ALL CERAMIC CROWNS

If your front teeth are heavily filled or very uneven they can be crowned to restore their appearance. The new generation of all ceramic crowns is really lifelike and almost impossible to tell from the real thing.

If you have old crowns, which obviously look false, consider changing them for “state of the art” restoration of more natural appearance.

## YOUR TREATMENT IS PRIORITISED AS SHOWN BELOW

1. Pain relief.
2. Treatment planning.
3. Oral hygiene treatment.
4. Removal and repair of decay.
5. Restoration of function and appearance.
6. Long-term prevention and maintenance. We need to be happy that you understand our treatment recommendations. If you are unsure why something has been suggested please ask us to explain in more detail.

## YOUR LONG TERM CARE

\* We do not have a rigid scheme for future appointments. For young adult patients with low decay levels, good oral hygiene and gum health, an annual visit to the dentist will be quite sufficient.

\* We see children whose teeth are changing rapidly, 2 or 3 times a year.

\* Older patients with large amounts of previous dental work or gum problems we see 2 to 4 times a year, the particular arrangement we make being decided by your personal requirements.

\* We arrange your next examination appointment at the end of treatment and send a postal reminder 2 weeks prior to your next visit.

\* Most patients see the hygienist at this visit, however if you have a specific requirement we arrange hygienist only appointments at more frequent intervals.

# CONTINUING PROFESSIONAL DEVELOPMENT

The dentists and staff are involved in this ongoing scheme where all postgraduate activity is recorded to demonstrate our participation. We are pleased, but not surprised, that our participation. We are pleased, but not surprised, that our involvement is considerably in excess of government guidelines.

## DENPLAN ESSENTIALS

This is a preventive plan, which covers the cost of your regular examination, and hygienist visits at the frequency you require them.

Because each of our patients has a different future preventive requirement we tailor this package for you ranging from an annual visit to the dentist only, suitable for a young person with excellent oral hygiene or an older person with fewer teeth and dentures, to multiple dentist and hygienist visits for someone who requires considerable preventive care.

We offer a 10% discount on future treatment costs for members of this scheme.

Worldwide Accident and Emergency cover is included.

Oral cancer and hospital benefits are also included.

Further information is available from [www.denplan.co.uk](http://www.denplan.co.uk)

# OUR PROFESSIONAL CHARGES

To help patients have an understanding of how much their treatment may cost we have an indication of our charges for a range of procedures.

New Patient Examination - excluding radiographs	£45.00
Regular Examination - excluding radiographs	£26.00
Oral Hygiene Procedure - from	£34.00
X-rays	£10- 60
White fillings in Front Teeth	£25-120
White Fillings in Back Teeth	£59-160
Amalgam Fillings	£20- 100
Root Canal Treatment	£216-320
Home Tooth Whitening	£395
Porcelain/Precious Metal Bonded Crowns	£380
PROCERA All Porcelain Crowns	£450
Yellow Gold Crowns	£440
Porcelain Veneers	£350
Full Upper & Lower Dentures	£495-795
Plastic Partial Denture - from	£225
Metal Based Partial Denture – from	£550

We have tried to be as accurate as possible with our estimate of your likely treatment cost. However, additional cost will be incurred if any of the following occur:

Damage is more extensive than it presently appears and root canal treatment is necessary to save a tooth.

A sensitivity problem develops which can only be resolved by root canal treatment.

Difficulties arise which significantly increase above the average, the time taken to provide treatment.

The extent of the damage found makes it necessary to change the type of filling or crown provided.

Additional treatment is necessary or more oral hygiene treatments are required.

Estimates are valid for treatment starting within 3 months of the date, after which review may be necessary.

# TREATMENT GUARANTEE

If you maintain Denplan Essentials our treatment will be guaranteed as follows: -

Fillings\* and Laboratory work\*\* 3 years from the date of placement against failure in normal use, except failures caused by forces other than those generated by natural function. If a crown or inlay were required to make the repair, the initial filling charge would be deducted. This would not apply if a crack was found in the tooth when it was filled and it was decided to observe it to see if further treatment was necessary. The guarantee covers only the actual work done\*\*\* and laboratory work fitted and does not cover any other problems occurring in the guarantee period.

\*Composite bridges, splints and veneers are guaranteed for one year.

\*\*Dentures are guaranteed against fracture in normal use and not against any change in fit.

\*\*\*Root canal treatment and any future root canal treatment needed are not covered by this guarantee.

\*\*\*Periodontal treatment and the consequences of tooth loss are not covered by this guarantee.

If you decide not to take up this scheme the guarantee period will be one year. Failure to make or attend future examination or treatment appointments will invalidate this guarantee.

# OUR PRACTICE APPOINTMENT POLICY

We require a deposit related to appointment length to secure treatment appointments. If you think that you may have a problem attending, please let us know as soon as possible. Your deposit will be forfeited if you fail to keep, or alter, an appointment with insufficient notice as detailed below.

Appointments of less than 1 hour and Hygienist visits require 2 working days notice of cancellation.

Appointments of 1 hour or more and Oral Surgery appointments require 5 working days notice.

Missed Appointment Charges \* £20 per hygienist visit

\* £90 per hour surgery time

Please note these charges also apply to children.

## PAYMENT POLICY

Payment is required at the time of each treatment visit. We do not operate an account system.

Where laboratory work is involved a larger deposit or full payment will be requested in advance.

Payment can be made preferably by the common Credit and Debit cards or by guaranteed cheque. In the event of payment being dishonoured we add a £15 administration charge. If an amount remains unpaid we will send a reminder to the address we currently hold. If the reminder is ignored we will put the matter in the hands of our debt collection agent with the immediate addition of their commission (25%), together with our administration costs.

Making a future appointment indicates your acceptance of these conditions.

# COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the dentist or any of our staff, please let us know. We operate a practice complaints procedure. Our complaints system adheres to national criteria.

## HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have the details of your complaint:

- Within six months of the incident that caused the problem or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints about treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with Nancy Stead, the practice manager, in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

## **WHAT WE SHALL DO**

We shall acknowledge your complaint within 3 working days if it is written and within 24 hours if it is verbal. We aim to have looked at your complaint within 10 working days from the date you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

### **Complaining on Behalf of Someone Else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years of age.

### **Complaining to Dental Complaints Service**

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However this does not affect your right to complain to the Dental Complaints Service, if you feel dissatisfied with the result of our investigation.

If you wish further advice you should contact:

**Dental Complaints Service**

**The Landsdowne Building**

**Landsdowne Road**

**Croydon**

**CR9 2ER**

**TEL: 08456 120 540**

**E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)**

Those patients who have a complaint regarding treatment under the NHS should contact the:

**Primary Care Trust**

**Nottingham Health Authority**

**Standard Court**

**Park Row**

**Nottingham NG1 6GN**

**TEL: 0115 8454 545**

For those patients registered with **DENPLAN** THEY CAN CONTACT DENPLAN ON 0800 169 7220