

Noah's Ark Dental Practice

Patient Information Leaflet

A Guide to Our Dental Services for New and Existing Patients

Welcome to Noah's Ark Dental Practice. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance. You can check one of the following sections to find the information you need:

- the dental team
- services available
- appointments
- practice opening hours
- urgent and out of hours care
- your rights and responsibilities
- useful contacts

The Dental Team

Our dentists, dental nurses, dental hygienist and reception staff will always aim to provide a high standard of care and service for patients. The members of our dental team are:

Mr Naurooz Ismail BDS LDS RCS, Dentist
Mr Charles Major BDS LDS RCS, Dentist
Mrs Linda Easy CEB Cert in Dental Hygiene
Mrs Janette Coombe Practice Manager
Mrs Irene Stevens Receptionist
Mrs Nina Kirk Dental Nurse
Mrs Tracey Morris Dental Nurse

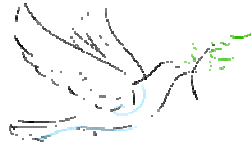
Our practice is accessible for disabled patients although the toilet is not wheelchair accessible, there are public facilities at the end of Fore Street approx 150m away.

Services Available

We have agreed with Cornwall and Isles of Scilly Primary Care Trust to provide NHS services for all patients.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS – for example large white fillings in back teeth or cosmetic treatment such as tooth whitening.

The poster in our waiting room has information about the cost of NHS treatment. Your dentist will advise you of the cost of any private treatment.



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Specialist services

We can also refer you to another dentist if you require specialist treatment involving sedation, orthodontics or a home visit.

Appointments

Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning 01726 833487. See below for information on our opening hours.

Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a check-up every six months.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else. Missed appointments waste NHS time. Patients that persistently cancel appointments may not be seen again and patients that fail to attend appointments will not be seen. Ideally we require 24 hours notice of cancellation that way we can offer your appointment to someone else, otherwise we may not be able to complete your treatment or offer you NHS care in the future.

Opening hours

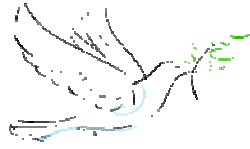
The practice opening hours are as follows:

Monday:	8.45am - 1.00 pm	2.00pm - 4.45 pm
Tuesday:	8.45am - 1.00 pm	2.00pm - 4.45 pm
Wednesday:	9.00am - 1.00 pm	2.00pm - 5.00 pm
Thursday:	9.00am - 1.00 pm	2.00pm - 5.00 pm
Friday	9.00am - 1.00 pm	2.00pm - 5.00 pm

Urgent treatment and out of hours care

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 need urgent treatment outside of the opening hours please ring the normal practice telephone number for recorded information on obtaining emergency care.



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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) *
- ✓ information about NHS charges displayed in the waiting room
- ✓ 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 at least 24 hours notice if you have to cancel or change an appointment. We will not charge you for missed appointments – but if you repeatedly miss appointments we will 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 - if your treatment is a 'Band 1' course of treatment or you do not have to pay NHS charges, you will have to ask your dentist to provide this.*

*** Please note – we will 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 the Cornwall and Isles of Scilly PCT.*

Your dental records

Your dental records will remain confidential and secure. However, from time to time we may need to release these to the Cornwall and Isles of Scilly PCT or the NHS Business Services Authority as part of our on-going clinical review process. We will try to contact you before releasing your dental records to another organisation.

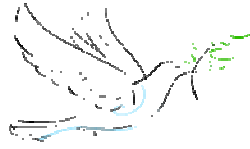
About our service

If you would like to comment about any aspect of our service please contact Janette Coombe, Practice Manager. If you are not happy with the response you receive from us 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 – the complaints manager or Patient Advice and Liaison Service (PALS) at your PCT, your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit www.dh.gov.uk.

Private dental services – the Dental Complaints Service on 08456 120 540 or visit www.dentalcomplaints.org.uk.

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.



Noah's Ark Dental Practice

Useful contacts

Noah's Ark Dental Practice
27 Fore Street
Fowey
PL23 1AH
01726 833487
www.thedentalpractice.org.uk
admin@noahsarkdental.co.uk

Noah's Ark Dental Practice has agreed with *Cornwall and Isles of Scilly PCT* to provide NHS dental services. The contract for these services is held by Mr Naurooz Ismail.

Local NHS services

NHS Direct - go to NHS Direct Interactive on digital satellite TV, visit www.nhsdirect.nhs.uk or Tel 0845 4647

Cornwall and isles of Scilly PCT Cornwall and Isles of Scilly PCT
Sedgemoor Centre
Priory Road
St Austell
PL25 5AS
01726 627800

Patient Advice and Liaison Service **PALS**
01726 627967
palsteam@ciospct.cornwall.nhs.uk

NHS Counter Fraud Service

For more advice on receiving help with the cost on NHS dental treatment, go to www.cfsms.nhs.uk and click on 'Entitled to help with NHS costs'.

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-6am).