



Your Dental Records

Your dental records will remain confidential and secure. However from time to time we may need to release these to NHS England or the NHS Business Services Authority as part of our ongoing 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 our practice complaints co-ordinator **Ms Alex O'Rouke**. If you are not happy with the response you receive from us you can get support with making a complaint from:

- NHS England **0300 311 2233**
england.contactus@nhs.net
- POhWER (East of England, East Midlands, London and West Midlands)
t: 0300 456 2370 or email **pohwer@pohwer.net**
- The Health Service Ombudsman **0345 015 4033**
or email **phso.enquiries@ombudsman.org.uk**
or visit **www.ombudsman.org.uk**

For Private dental services contact:

Dental Complaints Service on **Tel: 020 7887 3800**
or visit **www.dentalcomplaints.org.uk**

AbbeyDental Wolverton has agreed with NHS England to provide NHS dental services. The contract for the services is held by Knape Ltd.



Useful Contacts

NHS 111

For medical help and advice that is not a 999 emergency

NHS England
PO Box 16738
Redditch B97 9PT
t 0300 311 22 33
e England.contactus@nhs.net

Help With Costs

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'.

NHS Counter Fraud Service

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge. 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** (Mon-Fri 8am-6pm).

How to Find Us

Travel along Stratford Road towards Stony Stratford and turn left at Cambridge Street where you see the Wolverton Men's Club on the corner.

Parking is available.



ABBEYDENTAL

W O L V E R T O N

122 Church Street, Wolverton,
Milton Keynes, MK12 5JR

(Patient entrance is on Cambridge Street)

t: 01908 312727

www.abbeydentalmk.com

Welcome To Our Practice

We would like to thank you for choosing AbbeyDental Wolverton as your dental practice. Our mission and purpose is to provide professional, high quality, comfortable dental care in a relaxed and friendly environment. This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance.

Our reception team are always happy to answer any of your questions. Our practice is wheelchair accessible; please make reception aware of your needs when booking your appointment.

The Dental Team

Our team is committed to delivering an excellent standard of care and service to all our patients. Our team include:

- Mr Andrius Vekteris *Dentist D Stom Kaunas 2001*
- Mrs Aanal Gohil *Dentist BDS Gujarat 2009, On Maternity*
- Mr Raj Koshal *75457 - BDS Birmingham 1998*
- Mr Ogugua A O Elefor *296815 - BDS University of Benin 2003*
- Mr Mahmoud Reza Mohseyni *Grad Diploma Leeds 2016 Dental Hygienist, Dental Therapist*
- Mr Zeb Khanum *Trainee Nurse*
- Ms Remilla Kanagasingam *Trainee Nurse*
- Ms Alex O'Rouke *Practice Manager*
- Mrs Tinder Potts *Business Manager*



Services Available

We have agreed with NHS England to provide NHS services for all patients. NHS dental treatment includes all treatment necessary to secure and maintain your oral health. The poster in our waiting room has information about the cost of NHS treatment. On examination your treatment options and the cost of your treatment will be discussed and you will be asked to pay accordingly. Payment in full is required at the end of the first visit and prior to the next appointment being reserved.

We operate a referral service to specialists and where applicable via NHS including treatment under intravenous sedation and conscious sedation, oral surgery and specialist endodontics. We can refer you should you need home visits.

We provide a full range of private cosmetic treatment and implant options to help improve your smile however these are not available under the NHS. These include large white fillings in back teeth or cosmetic treatment such as teeth whitening. Your dentist will advise you of the cost of any private treatment.

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 telephoning 01908 312727. See section on our opening hours. You can choose which dentist you would like to see at the practice, including your regular dentist, but please note that this will depend on the appointments available.

The following languages are spoken at our practice. English Lithuanian Romanian Turkish Hindi

We have an interpreter and translation service available to all patients on the NHS.

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. A reminder email and text message will be sent to you when you are due for your examination.

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. If you miss two appointments and give less than 24 notice we may not be able to complete your treatment or offer you NHS care in the future. We will of course take very special circumstances into account. Missed appointments for Private treatment may be charged for.

Opening Hours

Monday to Thursday 9.00am to 5.30pm
Friday 9.00am to 5.00pm

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 our opening hour you should call **NHS 111** for help and advice.

We also offer a small number of appointments during practice opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment you can contact the practice. You may need to wait to be seen by a member of the practice who may not be your own dentist.

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 notice if you have to cancel or change an appointment. We will not charge you for missed NHS appointments - but if you miss more than 2 appointments we may no longer be able to offer you treatment on the NHS
- 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 in writing of our decision and also inform NHS England.