

CHELWOOD

Dental Care

Patient Information Leaflet

Practice Details

Chelwood Dental Care

21 Chelwood Drive

Leeds

LS8 2AT

Tel.: 0113 266 8459

hello@chelwooddentalleeds.co.uk www.chelwooddentalleeds.co.uk

Opening Hours

Monday 8.30am – 6.00pm

Tuesday 8.30am – 6.00pm

Wednesday 8.30am – 6.00pm

Thursday 8.30pm – 6.00pm

Friday 8.30am – 5.00pm

Welcome

Chelwood Dental Care offers a full range of dental services for you and your family and aims to achieve the highest standards possible. Among the services we can provide are examinations, x-rays, fillings, extractions, root canal treatments, crowns, bridges, gum treatments, dentures and routine check-ups. We also provide aesthetic treatments including teeth straightening with Invisalign clear aligners, tooth whitening, cosmetic white fillings and veneers.

New Patients

We provide dental care for adults, both NHS and private, and children under the NHS. Information about the fees we charge, and about Denplan membership is available from reception and our website www.chelwooddentalleeds.co.uk If you wish to register with this practice, please contact our receptionist, who will make an appointment for a new patient dental check.

Staff – The Dental Team

As part of our commitment to providing you with the best quality care, all of our staff undertake regular education and continuing professional development.

Dentists

Debbie Bennett *BChD MFDS (RCPSG) PG Cert (Endodontics)*, Principal Dentist

- Available Friday

Davinder Dhanjal *BDS, Associate*

- Available Wednesday, Thursday and Friday

Rebecca Nutter *BChD MFDS (RCPSG) PG Cert (Endodontics)*, Associate

- Available Monday, Wednesday, Thursday

Joanna Kay *BDS, Associate*

- Available Tuesday, Wednesday, Thursday

Laura Robinson *BChD, Associate*

- Available Monday, Tuesday, Wednesday

Meg Liddicott *BDS, Associate*

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- Available Monday, Tuesday, Thursday, Friday

Sofia Asghar, BDS, *Associate*

- Available Friday

Hygiene Therapist

Emma Mayor *BSc Oral Health Science*

- Available Monday and Tuesday

Dental Nurses

Louise Duckworth, Registered Dental Nurse

Bushra Arif, Registered Dental Nurse

Tyler Govell Registered Dental Nurse

Karen Parkin Registered Dental Nurse

Aakifah Sagheer Registered Dental Nurse

Momena Khatun Trainee Dental Nurse

Brogan Gill Trainee Dental Nurse

Receptionists

Lorraine Pearce Wright

Laura Capitano

Practice Manager

Amy Spurr

Appointments

Telephone reception on 0113 266 8459 or email hello@chelwooddentalleeds.co.uk to make an appointment. Private examinations and hygiene treatments are bookable online.

You will receive a reminder to make a routine examination via SMS or email.

If you are unable to keep an appointment, please give us at least one full working day's. Please note that if you repeatedly fail to attend appointments, without providing 24 hours' notice, you may lose your place at this practice. Private and Denplan patients will incur a charge of £2 per minute of missed appointment time if adequate notice is not given or you fail to attend your appointment. If there are exceptional circumstances relating to you missing an appointment or being unable to give us the required 24 hours' notice for cancellation please put this in writing to the practice at our email address and we will give consideration to waiving this fee on a case-by-case basis.

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Emergency and Out-of-hours Care

If you have a dental emergency, telephone reception, where possible, during opening hours. You will then be given an appointment in a time-frame that is appropriate to your needs. If you require emergency care, you will be seen the same day. If you require urgent care, you will be given advice to help manage the symptoms and seen within 24 hours. If you have a dental emergency when the practice is not open, call NHS 111 (open 24/7) or go to their website www.nhs.uk

Charges

Any treatment offered (either NHS or private) will be estimated, discussed and agreed with you in advance.

Private patients can choose to join as a Denplan member. Denplan is an insurance scheme that allows you to spread the cost of your dental care with regular monthly payments, as well as giving you discount on any treatment that you may need. Ask your dentist or reception for more details.

A Guide to our fees can be found on our website and a copy is available in our waiting room.

Payment can be made by cash or card. Please note that we do not accept American Express. Payment plans are available for any treatment plans over £1000, ask your dentist for more details.

Access and Facilities

The practice has parking spaces reserved for disabled peoples' use, a ramp at the entrance, low threshold door, suitable corridors and doors for wheelchair access. Our patient toilet is accessible. We do have a surgery upstairs with no lift access, please let us know if you need to be seen downstairs and we will accommodate this request. If you have any concerns about accessing our services, telephone or email for advice.

Directions

The Practice is situated on Chelwood Drive, just off-Street Lane in Moortown, North Leeds. There is off street parking available in front of the practice.

Practice Policies

The Practice has a number of policies to ensure that we provide the best possible care for our patients. All patient information is processed in line with the Data Protection Act 1998 and we are fully compliant with GDPR 2018. All of your personal information is treated with the strictest confidence. **Rights and Responsibilities** *You are entitled to:*

- Thorough examination of your mouth, teeth and gums
- Advice on the best way to maintain oral health
- A full explanation of the treatment options available to you
- An individual treatment plan, including detail of any costs
- Express a preference for a particular practitioner
- A thorough investigation should you raise any concerns about your care

You are responsible for:

- Giving us at least 24 hours' notice for cancellations of appointments
- Following any advice given regarding prevention of decay and gum disease

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- Paying for treatment promptly. Unless explicitly agreed otherwise, this will be due on the day treatment is carried out
- Bringing proof of any exemptions to NHS treatment that you have
- Treating our staff and anyone else using our services with dignity and respect

We reserve the right to refuse to treat and book appointments for patients who are rude, abusive, fail to pay in a timely manner or repeatedly cancel appointments at short notice or fail to attend appointments.

Feedback

We welcome feedback from patients and encourage you to leave a review on our Google, Facebook or Instagram pages. We hope that you are happy with the service we provide; however, if you have a complaint, please ask any member of staff for a copy of our complaints procedure. Alternatively write to the practice, FAO the practice manager, you can also arrange to meet with our practice manager or principal dentist to discuss any concerns that you have.

If you are not happy with the response you receive from us about NHS services you have received from us, you are entitled to raise this with the Parliamentary and Health Service Ombudsman www.ombudsman.org.uk 0345 015 4033. If you are not happy with the response you receive from us about Private services you have received from us, you can contact the Dental Complaints Service <https://dcs.gdc-uk.org> 020 8253 0800.

NHS Services

We provide NHS services for West Yorkshire and Harrogate STP.

NHS treatment includes all treatment required to secure and maintain your oral health.

Costs of NHS dental treatment is set by the NHS, not our practice. These prices can be found displayed in our waiting room or on our website www.chelwooddentalleeds.co.uk.

If you fail to attend a booked appointment, or do not attend for any appointments for more than 2 years, your NHS place may not be kept open for you

If you are exempt from NHS charges, then please bring proof of your exemption when you visit us. Please inform us of any changes to any exemptions you may have. NHS BSA regularly check exemption status of patients and fines are issued to those who do not provide up to date and correct information.

It is your responsibility to correctly notify us of any exemptions that you have. The practice will not be held responsible for any fines received for incorrect information provided regarding exemptions.