

# PRACTICE INFORMATION



'It's about people'

## HAWTHORN DRIVE DENTAL PRACTICE

Telephone: 01473 601717

[info@hawthorndrivedentalpractice.co.uk](mailto:info@hawthorndrivedentalpractice.co.uk)

383 Hawthorn Drive Dental Practice  
Chantry, Ipswich – IP2 0RD

Mr Nazeerahmed Mushekhan  
BDS, Stat Exam (UK)  
Principal Dentist

## Welcome to Hawthorn Drive Dental Practice

This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information and assistance.

We want to make your visit a pleasant experience. Our aim is to achieve good dental health for you and your family through preventive dentistry using modern techniques and technology. By taking the time to provide you with regular dental advice we aim to help you take better care of your teeth yourself.

We undertake continuous professional education to keep abreast with current developments in dentistry.

## Our Team

Please see Our Team on the website.

## Services available

We provide NHS and private dental care for children and adults. NHS Surrey and Sussex Area Team is responsible for commissioning the NHS dental services and the services we provide on their behalf includes all treatment necessary to secure and maintain your oral health.

Our private treatments include those treatments that are not available on the NHS and these are mainly cosmetic dentistry including tooth whitening and some orthodontic treatments, implants and hygienist services.

You may wish to choose our Practice-based dental plan – DENPLAN. Monthly fees start at £12.07 For more information, please speak to your dentist.

Our surgeries are located on ground floor and first floor and there is limited wheelchair access. We are therefore unable to provide full disabled access. If you need full disabled access to a dental practice, please contact the East Anglia Area Team on 01138255328.

## Opening Hours

### Monday:

8.30am - 1.00 pm                      1.30pm – 5:15pm                      (Lunch 1:00pm – 1:30pm)

### Tuesday to Thursday:

8.30am - 1.00 pm                      1.30pm – 5:15pm                      (Lunch 1:00pm – 1:30pm)

**Friday:** 8:30am – 1:00pm.

## Making an Appointment

You can make an appointment with us in person or by telephone (01473601717). To obtain the best and safest treatment, your dental care provider needs to know of any problems that may affect your treatment such as any changes to your medications or medical history. We update your medical history during each visit.

## Cancellations

When rearranging or cancelling an appointment, please contact the practice as soon as possible and at least 48 hours prior to the appointment so that we can give that appointment to someone else. Missed appointments waste Surgery time. If you miss more than 2 appointments or give less than 48 hours' notice, we may not be able to complete your treatment or offer you NHS treatment in the future and in the case of private treatments there will be a charge

## **Urgent Treatments and Out-of Hour 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. Contacts for out of hours emergency provision can be found on the last page of this booklet.

## **Reminders and Recalls**

At the end of your course of treatment, your dentist will discuss with you when you need to see a dentist again. We now refer to guidance from the National Institute for Health and Care Excellence (NICE). This means you will attend as often as needed to keep your teeth and gums healthy but may no longer be offered a routine check-up every six months.

## **Ways to pay**

NHS and Private treatment charges are displayed in the Patient waiting area of the reception. Payment for treatment will be required in advance. Payment plans and options can be discussed with your dentist prior to any treatment being carried out. This applies to both NHS and private patients. You can pay by cash, credit or debit card including Switch, Visa, Mastercard, Delta, Maestro and Electron (your PIN will be required). You may qualify for free treatment under the NHS; please ask the receptionist for more information.

## **Your dental records**

All patient data is held in strictest confidence and in accordance with the Data Protection Act. You can request to see your dental records, but all such requests must be made in writing. The practice will charge a small administrative fee to provide these records. From time to time we may need to release your dental records to the East Anglia Area Team or the NHS Business Services Authority.

## **Rude and Abusive Patients**

We will refuse to treat patients who are rude, violent, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform the patient and the East Anglia Area Team.

## **Comments and Complaints**

If you would like to comment about any aspect of our service, please contact the Practice Manager. If you are not happy with the response you receive from us, you are entitled to raise this verbally or in writing to the National Customer Contact Centre (NHS treatment) or The Dental Complaints Service (Private treatment). Contact details are on the last page of this leaflet.

## **You are responsible for:**

- Paying your bill promptly
- Bringing proof of entitlement when claiming help with the cost of NHS treatment. Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge
- Following your dentist's advice to prevent tooth decay and gum disease
- Treating staff with courtesy and respect
- Letting us know if there are any changes to your title, name, address or telephone number
- Letting us know if there are any changes to your medical history or medication.
- Giving us 48 hours notice to change or cancel an appointment as this gives us an opportunity to re-allocate the time to another patient.

### **You have a right to:**

- A dentist of your choice, however this is subject to the availability of the dentist.
- 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
- A care and treatment summary if you decide to transfer to another dentist
- Make a complaint if you are not happy with your treatment

### **Useful Contacts**

#### Out of Hours Service:

East Anglia Area Team are responsible for commissioning the 'Out of Hours Service'

#### **East Anglia Area Team**

(To be known as NHS east of England)

Tel: 01138255320

**Address:** Victoria House, Capital Business Park, Fulbourn, Cambridge, Cambridgeshire, CB21 5XA

**Website:** <https://www.england.nhs.uk/east-of-england/>

**Email:** [england.ea-phsi@nhs.net](mailto:england.ea-phsi@nhs.net)

**National Customer Contact Centre** (For Comments and complaints about NHS treatment) By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays). Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Post: NHS England, PO Box 16738, Redditch, B97 9PT

**Dental Complaints Service** (For comments and complaints about private dental treatment)

Telephone: 020 8253 0800 at local rate (Monday - Friday 9am - 5pm) Email:

[info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk) Write to: Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA.