



STREATFIELD
—DENTAL SURGERY—

PATIENT INFORMATION LEAFLET

UPDATED May 2020

Reminders and recalls

Your dentist will advise you on the recall period personalised to you according to the National Institute for Health and Clinical Excellence (NICE) guidelines.

Contact Us At

Streatfield Dental Surgery
206 Streatfield Road,
Harrow,
Middx HA3 9BU

Phone: 020 82049485

Website: www.streatfielddental.co.uk

Email: info@streatfielddental.co.uk

How to Find Us



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Welcome To Streatfield Dental Surgery

Practice Ethos

You tell us what type of dentistry you would like to receive. We will listen to your needs and concerns.

We will discuss all reasonable options with you and where the evidence exists we will always offer you the best option first.

We will discuss pros and cons honestly with you to ensure that you can give us informed consent for your dental treatment.

We will ensure that you are treated by the dentist best suited to carry out the procedure and will recommend referral to more specialised dentists, as deemed necessary.

We will provide that treatment in a relaxed comfortable stress free environment and we will continually update our knowledge to ensure you receive the best treatment possible.

We will ensure our staff are well trained and treat you with due respect. We expect the same respect in return.

We have in place a quality control, clinical governance program and have CQC registration to ensure maintenance of both clinical and administrative standards.

We want to help patients and make them SMILE!!

Freedom of Information

This is a guide to the dentists' Publication Scheme as required by the Freedom of Information Act 2000. This Publication Scheme is a complete guide to the information routinely made available to the public by the dentists at Streatfield Dental Practice. A full list of publications is available by contacting the practice manager who is responsible for our Scheme.

Feedback Procedure

If you have any concerns about our services provided, please speak to a member of the team so we can deal with it promptly. If you would like to make a formal complaint, please address it to Dr S Patel in writing. We can then forward the complaints procedure or see <http://www.streatfielddental.co.uk/complaints-procedure.html>

We are continually looking to improve our services, so we welcome any comments or suggestions from our patients. Please speak to a member of the team.

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct

The Care Quality Commission: Tel: 03000 616161, www.cqc.org.uk
NHS: Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, Tel: 0345 015 4033 or visit www.ombudsman.org.uk

NHS Fees Until Further Notice – Anticipated increase towards the end of the year 2020

Band 1: £22.70 covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish and planning for further treatment.

Band 2: £62.10 covers all treatment covered by Band 1, plus additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

Band 3: £269.30 covers all treatment covered by Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges.

See <http://www.streatfielddental.co.uk/nhs-charges.html> for NHS fee guide
See <http://www.streatfielddental.co.uk/fee.html> for independent fee guide

Payment Methods

We accept payments by cash and card (excluding American Express)

Patient Confidentiality

We take patient confidentiality very seriously.
All your personal information is treated in the strictest manner.
Only authorised members of staff have access to patient information and notes. If you have any queries, please ask a member of staff.

Data Protection

All your personal information and records are kept under the GDPR regulations 2018. Please ask at reception for the Code of Practice .

Access to Dental Records

You have the right of access to the data we hold about you. Access may be obtained by making a request in writing. We will provide a copy of the record within 21 days of receipt of the written request and photo identification.

Zero Tolerance Policy

The practice operates Zero Tolerance Policy towards rude, abusive and/or aggressive patients. Where such behavior is observed, we reserve the right to withdraw from treating the patient and

removing them from our patient list, requiring the patient to seek alternative healthcare arrangements.

Our Team

Administration

Mrs S Patel – Practice Manager

MBBS (University College London) 2004

Dentists

Dr Hetal B. Patel BDS (University of Birmingham) 2007, BMedSci MPhil MJDF RCS (Eng) Pg Cert (Dental Education) Leadership & Management Diploma

GDC: 114948

Dr Vikas Prinja BDS (Queen Mary University of London) 2016
MFDS RCS (Ed)

GDC:265374

Dr Rajpal Soor BDS (Queen Mary University of London) 2019
GDC:284682

Dr Rubi Ahmed – Special Interest Endodontics
BDS (King's College London) 2005, Diploma in Endodontic Practice (University College London) 2014 PgCert (Sedation & Pain management) Pg Cert (Dental Education)

GDC Number: 101860

Mr Kuljeet Mehta-Periodontist Practice Limited to all aspects of Periodontology and Dental Implants. General Dental Council Registered Specialist in Periodontics.

BDS (Punjab) 1992

FDS RCS (Eng), 1999 M. Clin. Dent Periodontics (University of London), 2002 MRD (Perio) RCS (Ed) 2003

GDC: 81789

Dental Hygienists/Therapists

Miss Janani Nakrani BSC Dental Hygiene & Therapy (University of Birmingham) 2014
GDC: 251021

Other Staff

Miss Jade Jones – Head Nurse

National Diploma Dental Nursing NEBDN 2019
GDC Number: 286063

Trainee Nurses & Receptionists

Miss Alina Iacob, Miss Georgiana Hojbota, Miss Elana Uta, Miss Ayesha Khan, Miss Diana Peraj

Services Available

We aim to provide all the necessary NHS dental treatment to maintain good oral health. There is information displayed in reception about the standard NHS charges. We also provide a range of private treatments. Your dentist can advise you on all the available options and costs of the treatment.

Specialist Services & Accessibility

Our ground floor surgery is suitable for wheelchair access, please mention at time of booking appointment so we can help with access. Please do inform us if you have difficulty with stairs or are in a wheelchair. We have access to a ground floor surgery and a portable wheelchair ramp for your convenience. We are able to refer you to another dentist if required NHS and privately. For your convenience we can also arrange for you to see our in-house private Periodontist, Implantologist and endodontist.

Practice Opening Hours

Monday: 9:00 am – 5:30 pm
Tuesday: 9:00 am – 5:30 pm
Wednesday: 9:00 am – 5:30 pm
Thursday: 9:00 am – 5:30 pm
Friday: 9:00 am – 5:00 pm

Saturday and Evenings are by Private Appointment Only

Please be advised that we are closed for lunch between 1:00 – 2:00pm

Appointments

If you are registered with us, please call or email the surgery to make an appointment. We aim to offer an appointment as soon as possible at a convenient time.

Emergency appointments are available Monday – Friday between 12pm and 1pm on a first come first served basis. Please contact the practice to schedule an appointment. If you require urgent treatment outside of the opening hours, please call 111.

We aim to provide all our patients with the best possible service and for this we require your co-operation. If you are not able to attend your appointment, please give us 24hrs notice for NHS appointments and 48hrs for private appointments, so that we can allocate the time to someone else. Failure to attend or give sufficient notice on two occasions will lead to deregistration and for private patients a loss of deposit.

Failure to Attend: New patients that fail to attend their first appointment or cancel it at short notice, will no longer be seen at the practice as an NHS patient. Should they wish to remain a patient here they will need to register on a private basis. Registered patients that fail to attend or have late cancellations on 2 consecutive appointments or 3 out of 5 appointments will no longer be seen in the practice.

