

**METHODS OF PAYMENT:**

We offer patients a range of payment options. You may pay for your dental care by cash, credit/debit card or cheque.

NHS charges have been simplified. Details of these fees are on the posters in the waiting area. At your examination you will be given an estimate as to your treatment needs, and cost of such treatment. You will be asked to pay this amount for all NHS treatment, at this time.

Many groups of patients are entitled to help with the cost of NHS dentistry. Please bring evidence of entitlement to your first visit. If you are unsure of your status please ask at reception. Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.

**YOUR OPINION COUNTS:**

It is the policy of Baddow Dental Practice to carry out annual and regular random patient surveys to seek the views of patients as to the quality of the treatment and care provided by our personnel. The results of these surveys will be available on request at reception for patients and their families.

**RESPECTING THE PRIVACY AND DIGNITY OF PATIENTS:**

The privacy and dignity of patients is respected at all times.

All consultation/treatments are carried out in person with patients by qualified personnel in the privacy of the surgery. Records of all consultations/treatments are kept in patient notes. If patients have a preference for consultation/treatment with a male or female member of staff, please make this request when making an initial appointment.

The practice has a policy of patient confidentiality and all information and records are kept securely.

**ARRANGEMENTS FOR DEALING WITH COMPLAINTS:**

Patients are asked that in any event of any complaint to speak or write to Mrs. Anita Reeve, the practice manager. A copy of the complaints procedure is held in the reception area. We will acknowledge complaints within 5 working days and will aim to have investigated the complaint within 28 days of the date when the matter was raised. If there are any delays in the process the complainant will be informed. The outcome of the investigation will be shared with the complainant either in person or in writing.

**WE ARE HERE TO HELP:**

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause for dissatisfaction and improve our service.

If you would like any further information about care at the practice please contact us on 01245 474 555 or email [baddowdental@live.co.uk](mailto:baddowdental@live.co.uk).

**BADDOW DENTAL PRACTICE**

*23 Maldon Road,  
Great Baddow,  
Essex. CM2 7DW*

*01245 474 555*

**PATIENT GUIDE AND PRACTICE  
INFORMATION LEAFLET****WORKING HOURS:**

MONDAY – THURSDAY 8.30am to 5.30pm  
(lunch 1pm to 2pm)

FRIDAY 08.00am to 3.00pm  
(lunch 12pm to 12.30pm)

We are a well-established family practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the services we provide. Should you have any further questions, please contact Anita Reeve (Practice Manager) on 01245 474555 or e.mail [baddowdental@live.co.uk](mailto:baddowdental@live.co.uk), who will be pleased to assist you.

**The Aims and Objectives Of The Dental Practice Are:**

- To provide for all dental patients a service of consistently good quality.
- To put patients' interest first and to protect them.
- To respect patients' dignity and choices.
- To maintain as dental professionals, knowledge and competence.
- To ensure that our entire team are trained and competent through investment and personal development.
- To ensure that all team members co-operate with each other and fellow healthcare workers in the interests of the patients.
- To deliver a high class service in line with all professional standards.
- To ensure that patients are treated with honesty and integrity, in complete confidence and with the utmost discretion, in comfortable surroundings.
- To be trustworthy.

**DENTISTS AT BADDOW DENTAL PRACTICE:**

ADAM COPSEY, LDS RCS (England) 1981	GDC NO. 55764
ARUN KHOSLA, BDS (Hons) (London) 2008	GDC NO. 154634
MINAL PATEL, BDS (Hons) (London) 2009	GDC NO. 177538
CHERYL CALVER BDS (London) 2010	GDC NO. 194101
THOMAS BRACEWELL BDS (London) 2014	GDC NO. 251720

**DENTAL HYGIENIST:**

KIRSTY GOODCHILD (London) 2008	GDC NO: 141433
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**THE DENTAL TEAM:**

Management:	Anita Reeve.	
Receptionist:	Jackie Williamson	
Dental Nurses:	Lauren Underhill	GDC NO. 122656
	Katrina Ardley	GDC NO. 184980
	Hannah Gridley	GDC NO. 272532
	Zara Bover, Ella Treacher,	Trainee
	Courtney Fowler	Trainee

**ABOUT US:**

We 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. We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment option with you, giving you time to ask questions and consider the alternatives.

Over the years we have developed skills in all aspects of general dentistry, but in certain cases we may refer patients to colleagues with specialist skills. A referral system is in place for implants, complex periodontal cases, complex endodontics and oral surgery.

**EMERGENCY CARE:**

Should you have a dental emergency outside the normal practice hours, please call **111**. During practice hours, we endeavor to see any patient who has a dental emergency.

**CANCELLATION POLICY:**

Should you be unable to keep your appointment with us it is important to notify us as soon as possible, this may allow someone else who may be in severe pain to be seen more quickly. Under the NHS patients cannot be charged for NHS treatment, but if a patient cancels an appointment at short notice or fails to attend on more than one occasion, the patient might be refused further care under the NHS.

**APPOINTMENTS:**

We will try to make these as near as possible to a time that is convenient to you with the dentist of your choice. Sometimes we may run a little late, please be patient, there is usually a good reason.

On your first appointment the following information will be required:

- Details of current medication
- Proof of exemption if you are entitled to help with the costs of NHS dental treatment.

The legal parent or legal guardian of any child under the age of 16 will also need to attend the appointment.

At the completion of your treatment, you will be recommended to return for a dental examination, after an interval that your dentist believes appropriate to you.

**DISABILITY COMPLIANCE:**

The practice has two ground floor surgeries and a toilet so is suitable for the majority of service users. We also have a ramp which is available for wheelchair users to gain easier access into the practice.

**ABUSE OF STAFF:**

The practice operates a zero tolerance towards any patient that is violent or abusive towards any member of the dental team, and will not be offered any future appointments at the practice.