

Emergency Service

If you are in pain during surgery hours, please call the practice directly on 01332 202200

For genuine emergencies outside surgery hours please call:

Derbyshire Emergency Dental Services on: 01332 861190

NHS Direct on: 111

www.nhsdirect.nhs.uk



Our practice is located at:
52-56 Curzon Street, Derby DE1 1LP
Tel: 01332 202200

There is ample nearby parking and
convenient access for wheelchair and mother
& toddler groups

Useful Contacts

NHS England Nottinghamshire and Derbyshire
0300 311 22 33
www.england.nhs.uk

Memberships

Our practice is committed to achieving high standards, we are recognised members of the following association.



Central Dental
52-56 Curzon Street
Derby
D1 1LP



Tel: 01332 202200
www.centraldentalderby.co.uk
info@centraldentalderby.co.uk



CENTRAL DENTAL Patient Information Leaflet

General

If you are a new patient we would like to welcome you to our practice. We are a well established family dental practice and are proud of the service we offer to our patients. Our aim is to achieve good dental health for you and your family through preventative dentistry. this leaflet contains all the information on the services we provide.

Our Team

Our reception team welcomes all the patients to our practice. They are all trained communicators and liaise with the dentists enabling them to deal with any queries you may have.

The Dentists

- Dr Amit Koshal
(BDS Sheff 2001) BDS (Hons) MFGDP (UK) MFDS RCS(Eng) GDC Registration 09.07.2001
Male Part Time Dentist
- Dr Munira Hirani
(BDS Lond 2010) GDC Registration 20.07.2010
Female Full Time Dentist
- Dr Fawzia Walji
(BDS Lond 2010) GDC Registration 19.07.2010
Female Full Time Dentist
- Dr Usha Badiaka Sridevi
(BDS Kerala 1996) GDC Registration 10.10.2007
Female Part Time Dentist

The Hygienist

Miss Nina Farmer
(Dental Hygienist & Dental Therapist) GDC Registration 10.10.2008
Female Part-time Hygienist & Therapist

The Nurses & Receptionists

Katie Rogers (Qualified Dental Nurse)
Alice Wheeler (Qualified Dental Nurse)
Natalie O'Donnell (Trainee Dental Nurse)
Jude Richmond (Trainee Dental Nurse)
Helen Stoner (Receptionist)
Emma Pimblott (Receptionist)

Operations Manager
Miss Terri Floyd

Practice Support Manager
Sarah Galbraith (Qualified Dental Nurse)

Treatment Plans

After your examination, you will be given an itemised treatment plan along with an estimate and explanation of all the options. Our treatment coordinator works meticulously to ensure you fully understand the plan as well as costs.

Reminders & Recalls

Our practice follows guidelines issued by the National Institute of Clinical Excellence (NICE). After your treatment course, your dentist will discuss with you how often they feel you should return for your next examination.

Confidentiality

All patient records, information and conversations are kept strictly confidential. From time to time we may need to release these to NHS England and NHS Business Services. No information will be passed to a third party without your express permission.

Comments about our service

We hope you are entirely satisfied with the care provided and recommend us to your loved ones. If you feel we have not met your expectations or there are areas we can improve upon please fill in an anonymous survey and place in our survey box. You can request a copy of the practice complaints procedure from our practice manager Miss Terri Floyd who will explain the procedure and deal with any concerns you may have.

Responsibilities

We will provide you with:

- A thorough examination of your mouth, teeth & gums, advice on how to keep them healthy.
- Written treatment plan including costs.
- Explanation of different treatment options with our patient co-ordinator.
- Information on NHS or Private charges.
- Request which Dentist you would like for your care & treatment.
- Make a complaint if you are not happy with the service provided.

We would request that you:

- You give 48 hours for cancellation of appointments
- Arrive on time for your appointments
- Pay for your treatment in advance (in conjunction with NHS Regulations)
- Supply Proof of your exemption
- Inform the practice of any changes to your personal details (i.e Contact number or Address)
- Complete the Practice Medical History Forms.
- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home

Abusive & violent behaviour

If any patient is abusive or violent to any staff, treatment will be terminated and the Police and NHS England informed. This is in conjunction with:

NHS England
Cardinal Square,
10 Nottingham Road,
Derby,
DE1 3QT.

Dr Amit Koshal is the Managing Director of Central Dental and has agreed with NHS England to provide NHS services for all patients, we also provide Private dental care according to our patients needs.

Facilities

We are a multi-surgery practice and are sensitive to the needs of our patients. Our practice has been equipped with patient comfort in mind and is fully DDA compliant including wheelchair access and hearing loops. Our surgeries are equipped with the latest dental technology including digital radiographs and full computerisation

Our team believe strongly in prevention and starting good habits early and our oral health educators train all our patients how best to maintain good oral hygiene in our oral hygiene room.

Making appointments

We centre our services around you, our patient. For this reason, we involve you in appointment times offering appointments without delay and at times convenient to you. You can choose which dentist you would like to see at the practice, including your regular dentist. This will depend on the availability of appointments on the day.

Cancelling/Missed appointments

At our practice we will remind you of your appointment 72 hours before your visit using either SMS text messaging or email. If you are unable to keep your appointment we require 48 hour's notice in order for us to offer this appointment to another patient.

If you miss your appointment on more than one occasion without notification we may not be able to complete your treatment or offer you NHS care and review future provisions at the practice.

We may charge for missed private appointments if we have not been notified 48 hours in advance.

NHS Treatment & Charges

NHS patient charges have changed and your treatment will fall into 1 category or Band. If you pay NHS charges, you will now pay one of three fixed charges relating to the type of care you require:

Band 1 or Band 4 £18.50

Band 2 £50.50

Band 3 £219.00

Under NHS regulations a patient can be asked to pay charges at commencement of treatment. Some patients are entitled to either full or partial exemption from charges. If you are unsure if you may qualify for this exemption, please ask our receptionist.

Private Treatment

Patients, including NHS patients can opt to have all or part of their treatment privately. Private treatment offers a greater choice in treatment available including materials and cosmetic dentistry.

We also provide:

Tooth Whitening

White cosmetic fillings

All-ceramic crowns/veneers

Mouth guards

Our Practice Plan care is an excellent way to budget for your dental care. Please ask a member of staff for more details.

We are excited to be able to offer patients the opportunity to spread the cost of any private work over 12 months using our 0% finance scheme