

Together
DENTAL

Practice Brochure



Together we can give you

The Smile

you deserve...

www.together.dental

Patient Charter

What you can expect from us:

Principles:

- To offer you the highest levels of patient care and treatment.
- To keep ourselves fully trained and up to date to ensure you receive the highest level of patient care.
- To ensure your safety and comfort are our top priorities.
- To listen to your concerns and suggestions.
- To treat you with maximum courtesy and respect.
- To provide you with friendly and comfortable surroundings.
- To discuss in advance all of the treatment options available.
- To provide you with an agreed written treatment plan including all costs involved.
- To offer flexible payment options.
- To show you how to improve and maintain your oral health.
- To provide dental care of consistently good quality for all patients.
- To make your treatment as comfortable and convenient as possible.
- To maintain the highest level of CQC and infection control.
- To reflect, learn and improve from the feedback that you give us.

Patient Charter

What we expect from you:

- To treat all practice staff with the same courtesy you expect of them.
- To ensure that you attend your appointments on time.
- If you need to cancel your appointment, give as much notice as possible and always let the practice know.
- To inform the practice promptly if you change your address or telephone number.
- To work with the practice to keep yourself as healthy as possible by following advice from the dentists, hygienists and the dental team.
- To understand that a prescription will only be issued on the basis of a clinical decision.
- To be understanding of the needs of others, as emergencies do arise and have to be given priority.
- Children should be supervised at all times by parents/guardians whilst on practice premises.
- The building and car park has a no smoking policy.
- Mobile phones should be switched off whilst on the practice premises.
- To understand that we welcome feedback and are always trying to improve our services.
- To share positive feedback with others, on Google Reviews and NHS Choices.
- To calmly and respectfully follow our complaints policy if you feel we have not met your expectations.

Zero Tolerance

We strongly support the NHS policy on zero tolerance.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

Welcome

Thank you for choosing [Together Dental Braintree](#) as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to management on [01376 321 789](tel:01376321789) or email: braintreereception@together.dental The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

We provide the full range of NHS treatment (except orthodontics and sedation) to children and NHS-fee exempt patients. If you would like details of dental practices offering general dental care, please check the NHS choices website www.nhs.uk or contact NHS England.

We also provide treatment on a private basis, including cosmetic dentistry. For further information on our range of services, please contact our reception team on braintreereception@together.dental.

Please contact the practice if you would like to make an appointment at a time that is convenient for you.

Our practice is part of the Together Dental which provides high quality and affordable dental care for everyone. Together Dental is based in the UK and their locations can be found at www.together.dental.

Company details:

Registered company: Clacton Dental Care Ltd, trading as Together Dental.

Registered address: Oak House, Reeds Crescent, Watford, England, WD24 4PH

CQC Registered Manager: Berenice Jerome

Our opening hours: Monday to Thursday: 09:00 - 17:30 / Friday: 08:00 – 16:00
Saturday & Sunday – Closed

To access our services please call the practice on [01376 321 789](tel:01376321789) or visit our website, which contains further information at www.together.dental For dental emergency care outside of practice hours, please call 111, who will be able to provide details of the practice which is open for emergency cover. NHS care in this practice is commissioned by: NHS England

Your first visit:

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs. On arrival the reception team will welcome you and you will be asked to complete forms prior to your assessment.

Disabled access:

Our practice & treatment areas can be accessed by patients using wheelchairs and other walking aids. If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.



Meet our team

Dentists:

Zaheer Parker

Dentist. GDC No. 76855

Sonal Patel

Dentist. GDC No. 69884

Yunus Akhalwaya

Dentist.GDC No. 76806

Liana Budurin

Dentist. GDC No. 134723

Brad Hawkins

Dentist.GDC No. 84988

Saranya Konathala

Dentist. GDC No. 278103

Samir Habib

Oral Surgeon. GDC No. 74196

Suki Soon

Oral Surgeon.GDC No. 64042

Jennifer Parrish

Oral Surgeon.GDC No.
228274

Our dentists are supported by our committed team of Nurses, Receptionist & Support staff

Meet our Hygienist:

Bernadette Nelson

GDC No. 1565

Practice policies

Emergency Appointments

If you have a dental emergency, we will endeavour to see you within 24 hours (Saturdays, Sundays and Bank Holidays excluded). When you call, the team will ask questions about your emergency and your appointment will be triaged accordingly.

Recall Appointments

We encourage our patients to receive regular dental care to achieve and maintain good oral health and prevent pain and anxiety. Your dentist will inform you of your recall time frame, varying from 3- 18 months. To ensure regular care is provided we encourage all patients to book their next check-up appointments before leaving the practice.

Appointment Reminders

For your convenience, we can send you a text message 24 hours before a scheduled appointment. Alternatively, we can call you prior to an appointment.

Missed Appointments

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 24 hours. If you cancel an appointment, on more than one occasion, with less than 24 hours' notice, we may no longer be able to offer you NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.

Choice of Clinician

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know, when you book your next appointment.

Interpreters

The NHS is committed to providing high quality, equitable, effective healthcare services that are responsive to all patients' needs.

Paying for your treatment

We accept payment by cash, credit and debit cards. Card payments can be made over the telephone. We also offer interest free credit options to patients having private dental treatment.

Non-English Speaking Patients

We do request where possible that non-English speaking patients bring someone with them to each of their appointments, who can speak both English as well as their native language therefore being able to deal with any potential language barrier issues. If this is not possible, we do have access to a telephonic language line but will need to be made aware of this prior to the appointment.

Privacy Policy

We would love to keep you updated with what's new in our practice and any upcoming events or promotions. We can also send you convenient text message reminders 24 hours prior to your appointment. Please speak to our reception team regarding opting in to this, remember you have the right to opt out any time.

Access to Dental Records

You have the right to see any notes in your file. You are also entitled to see any data held on your file on the computer system under the terms of the General Data Protection Regulations. Any request must be made by writing to the Practice Manager, or by filling in our Records Request Form, this process can take up to 1 calendar month. We have the right to refuse request only where the request is thought to be unfounded or excessive.

Confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

Discrimination

Our Dental Practice is committed to being an Equal Opportunities Employer and to valuing diversity by providing equality of opportunity to applicants and staff and by following working practices that is free from unfair and unlawful discrimination and encourages mutual trust and respect for individuals

Health & Safety

Your health and safety is assured whilst on our premises and this is constantly reviewed in line with current workplace regulations. If you notice any potentially unsafe practice or object in our establishment kindly let us know so that we can deal appropriately with it.

Complaints

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation

Should you wish to make a direct complaint to NHS England please contact:

NHS England Customer Support Centre

PO Box 16738,
Redditch.B97 9PT,

Tel: 0300 311 2233. (Monday to Friday 8am to 6pm, excluding English Bank Holidays) Email:

England.contactus@nhs.net

Please note: Patients cannot make a complaint to the dental practice and then to NHS

Midlands; because a complaint can only be investigated once.

For further advice, you should contact:

Parliamentary & Health Service Ombudsman

Millbank Tower Millbank, London

SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

For help in making a complaint:

Independent Complaints Advocacy Service

Unit 2.1

Clarendon Business Park Clumber Avenue Nottingham

NG5 1AH

Tel: 0845 120 3735

Patients who have received Private Treatment should contact:

General Dental Council 37 Wimpole Street London W1G 8DQ

Tel: +44 (0) 845 222 4141 (UK local rate) or +44 (0) 20 7887 3800

CQC contact details:

Telephone: 03000 616161

Email: HSCA_notifications@cqc.org.uk

Fees

Full details of NHS and Private fees are shown on our website: www.together.dental

There are three bands of charges for all NHS dental treatments:

Band 1:

£25.80 covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish and planning for further treatment.

Band 2:

£70.70 covers all treatment covered by Band 1, plus additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

Band 3:

£306.80 covers all treatment covered by Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges.

The current dental charges are shown on the www.nhs.uk website.

Exemptions to NHS Charges

Please note that we require proof of your exemption at your appointments.





How to contact us:

Together Dental Braintree

St Michael's House, St Michael's Lane, Braintree, Essex, CM7 1EY

T: 01376 321 789

E: braintreereception@together.dental

W: www.together.dental/braintree/

111 – 'Out of hours' emergency number