

## Practice Arrangements

The practice is owned and administered by Dr H S Basra who operates a group of practices across Shropshire. He is the contract holder for NHS and Private services that are provided at the practice. The other dentists at the practice work as independent contractors and provide dental services to patients as Associates.

## Dentists

All of our dentists are qualified in the UK and are committed to postgraduate education and GDC standards.

Dr H S Basra	BDS (1995)	GDC No: 70743
Dr B S Balaggan	BDS (2006)	GDC No: 103366
Dr M J Moore	BDS (1999)	GDC No: 76225
Dr J A Moore	BDS (1999)	GDC No: 76055
Dr M K Sanghera	BDS (2013)	GDC No: 245208
Dr J G Sutherland	BDS (2005)	GDC No: 85397
Dr G K Matharu	BDS (2014)	GDC No: 252638

## Hygienists

The dental hygienists provide treatment that has been prescribed by one of our dentists under NHS or Private arrangements.

Claire Jackson-Lloyd     Diploma in Dental Hygiene Edin (2006)

## Rest of the Team

We have a team of around twenty dental nurses and administration staff. All of our nurses satisfy the GDC requirements regarding their training and registration.

## Opening Times

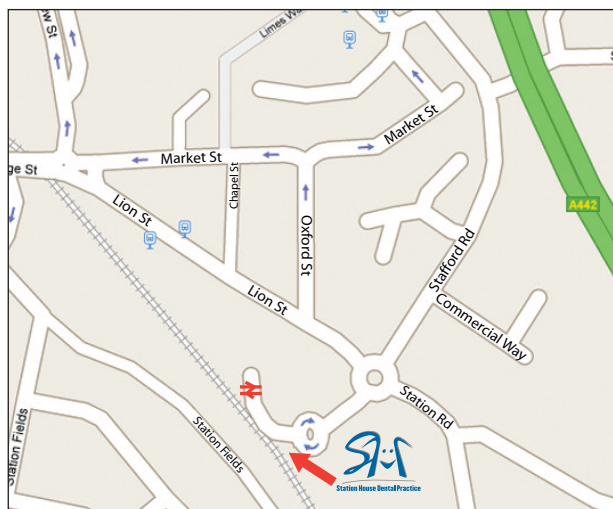
We open at 08:45 on working days and the surgery times are listed below. We are closed for lunch between 13:00 - 14:00

Monday:	09:00 – 17:15
Tuesday:	09:00 – 17:15
Wednesday:	09:00 – 17:15
Thursday:	09:00 – 17:15
Friday:	09:00 – 17:00
Saturday:	Closed
Sunday:	Closed

[www.stationhousedentalpractice.co.uk](http://www.stationhousedentalpractice.co.uk)

## Further Information

### HOW TO FIND US:



Station House Dental Practice

Station House Dental Practice  
Station Road  
Oakengates  
Telford  
TF2 6AG

Telephone  
01952 610061

Email  
[info@stationhousedentalpractice.co.uk](mailto:info@stationhousedentalpractice.co.uk)



**Station House Dental Practice**



Patient Information Leaflet

### **Thank you for choosing our dental practice**

If you are a new patient, we would like to take this opportunity of welcoming you to the practice. The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care. This leaflet tells you about our practice and the services that we provide. Should you have any further questions, please ask us and we will be pleased to assist you.

### **Private Dental Care**

We provide a wide range of treatments on site (including cosmetic dental and facial treatments) to all members of the public. We offer private treatment under a fee-per-item basis or you may wish to join one of our payment plans. We are happy to discuss these options with you so that you may consider the alternatives and ask questions to ensure that you fully understand the treatment.

### **NHS Dental Care**

We have a strong NHS commitment and it is our philosophy to promote dental health at all times with an emphasis on preventative care. The NHS provides all the treatment necessary to secure and maintain your oral health. You may also choose to have some treatments (i.e. cosmetic) provided privately. NHS appointment availability is subject to our capacity.

### **Our Facilities**

We are a seven surgery practice and our waiting areas have a television, current reading material and children's play area. Our facilities are suitable for disabled patients including wheelchairs as there is disabled parking and WC. If you do have any disability that you think we need to know about please inform us before your appointment and we will endeavour to do our best to put suitable arrangements in place to try and accommodate your needs.

### **Your Dentist**

At this practice we adopt a teamwork approach to providing your dental health needs. It is our policy for each patient to see one dentist on a continuing basis. You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

### **Cosmetic Dentistry**

If any aspect of your dental appearance concerns you, no matter how trivial it may seem, please discuss it with us. We offer a wide range of cosmetic treatments including tooth whitening, tooth coloured fillings, veneers, crowns and bridges.

### **Orthodontics & Dental Implants**

We provide a range of tooth alignment procedures and dental implant treatments at the practice. We routinely assess children for any corrective orthodontics requirements. We may suggest referral to a specialist if we are unable to provide your treatment here.

### **Dental Hygienist**

Your dentist may refer you to the dental hygienist who will carry out the treatment prescribed. Please note that NHS regulations do not permit direct access to dental hygienists and all treatment must be prescribed by a dentist.

### **Emergency Care**

Should you have a dental emergency outside our normal hours please telephone the practice and the answer phone message will give you further information. Our plan or private patients should call 01952 610061 for help and advice. Please note that NHS England is responsible for out-of-hours emergency care for NHS patients and can be contacted on NHS 111.

### **Missed Appointments**

Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer 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.

### **Complaints Procedure**

We hope that you are satisfied with your dental care and treatment and would be happy to recommend our services to others. However, should you have any complaints or comments, please contact the Practice Manager (or deputy) who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception.

### **NHS Treatment and Charges**

Some NHS patients are entitled to either full or partial exemption from charges. If you think you may qualify, please ask. If, following a check-up you need further treatment, we will give you a treatment plan showing the estimated costs. Information about local NHS dental services can be obtained from NHS England, Halesford-6, Telford, TF7 4BF (Tel: 0113 824 7343).

### **Confidentiality**

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. Patient records are securely stored to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please ask at reception.

### **Your Safety & Infection Control**

As a caring practice we take all necessary precautions to safeguard both patients and staff against infections. We have adopted an infection control policy and we follow the recommended guidelines with regard to the sterilisation of instruments and the use of disposable items. To see a copy of this policy or if you would like further information regarding our protocols please ask to speak to one of our senior dental nurses.

### **Payments**

Please ask your dentist for information on your treatment options and how much it will cost. Fees for your dental treatment are payable in advance so please be prepared to pay when asked to do so. The practice payments policy is displayed on the notice boards in the waiting areas. You may pay by cash, cheque or card.

### **Help us to help you**

If you change address or telephone number, please let us know as soon as possible. Please follow any preventative advice given to you by your dentist and keep to the recall period agreed with your dentist. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the authorities.