



Anniesland Essential Dental Care

PATIENT INFORMATION LEAFLET

Welcome to our Practice

Anniesland Essential Dental Care
972-974 Crow Road
Glasgow, G13 1JN

info@AnnieslandDentist.co.uk
www.AnnieslandDentist.co.uk

Tel: 0141-959 4163

Mob: 07926 890 041

Fax: 0141-954 2712

**Providing NHS
Dentistry**

NHS



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WELCOME

It is our pleasure to welcome you to our Anniesland Essential Dental Care. This practice offers a full range of dental services for you and your family and aims to achieve the high standards possible. Among the services we provide are: routine restorations; crowns, bridges and veneers; gum treatments; dentures and routine checkups. Giving you regular dental advice to help you take care of your teeth and gums should reduce the need for dental treatment.

NEW PATIENTS

We provide dental care for adults, both NHS and private, and children under the NHS. Leaflets about the information about the fees we charge are available from reception and our website (www.AnnieslandDentist.co.uk). If you wish to register with this practice, please contact our receptionist, who will make an appointment for a new dental check.

STAFF - THE DENTAL TEAM

Dentists:

Mr. H. Halavat-Kar BDS (Glas 1998)(GDC #74264), Principal Dentist
Mr G Aws (DDS, Aleppo '93) (PG.DIP, Herts '99) Ph.D, Edin, 2006)
(GDC# 159974), Associate Dentist

Practice Manager/Receptionist:

Mrs. N. Motamed

Dental Nurses:

Miss. C Cullen (Registered Dental Nurse 2015, GDC# 261558)
Miss C. Weatherall (Registered Dental Nurse 2017, GDC# 304405)
Mrs. Jasmina Rai (Trainee Dental Nurse)

Dental Hygienist / Therapist:

Currently there is no hygienist/ therapist employed at this practice



OPENING HOURS

Mon:	9am-1pm, 2pm-5:30pm
Tue:	9am-1pm, 2pm-5:30pm
Wed:	9am-1pm, 2pm-5:30pm
Thu:	9am-1pm, 2pm-5:30pm
Fri:	9am-1pm, 2pm-5:30pm
Sat:	9am-1pm (non-NHS, by appointment only)

APPOINTMENTS

You can make an appointment by phoning **0141-959 4163 / 07926 890 041** or call in person. Depending on availability, you can choose which dentist you would like to see. An interpreting services is also available for non native patients with limited language skills. Please ask our reception staff for more details.

Reminders and Recalls

At the end of the appointment, your dentist will discuss with you when you will need to make your next appointment. NHS dentists now follow guidelines issued by the National Institute for Clinical Excellence. This means that you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a checkup every six months.

Cancellations

If you are unable to keep your appointment please let us know as soon as possible. You will be charged if reasonable notice is not given. If you miss more than 2 appointments and give us less than 24 hour notice we may not be able to complete your treatment or offer you NHS care in the future.

Charges for Non-Attendance

£15 for every 15 minutes of appointment time



EMERGENCY AND OUT-OF-HOURS CARE

Urgent treatment means treatment that the dentist considers necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment. For emergency appointment please contact the surgery on 0141 959 4163 / 07926 890 041 as soon as possible to accommodate you at the earliest available time slot. If you need urgent treatment outside of the normal opening hours you can contact NHS24 on 111.

ORAL HEALTH IMPROVEMENT

The responsibility for the improvement of your oral health relies upon you understanding and acting upon your dentist's recommendation, for example low sugar diet, regular brushing, and sensible alcohol consumption. If any recommendation are unclear please ask for further advice. Treatment information leaflets giving more detailed advice are available from reception.

CHARGES

Any treatment offered (either NHS or private) will be estimated, discussed and agreed with you in advance.

Depending on your circumstances you may be exempt from NHS charges. NHS treatment is FREE for:

- **Everyone aged under 26.**
- **Pregnant women.**
- **Nursing mothers until baby is 12 months old.**
- **Those with certifies exemption from payment due to income.**

Please ask reception staff for more details.

Typical common charges are as follow and can be made by cash or debit/credit card:

- | | | |
|---|-------------|--|
| • X-Rays | from | £5.68 |
| • Scale & Polish | | £12.92 |
| • Silver Filling | from | £8.80 - £22.56 |
| • Crown, NHS Metal | | £95.56 |
| • Crowns - tooth coloured | | £125.24 (NHS) / £385 (Private) |
| • Root Canal Treatment | from | £47.56 - £99.56 |
| • Complete (Upper& Lower) Dentures | | £257.36 |
| • Surgical Treatment | | varies according to work needed |



ACCESS AND FACILITIES

The practice has on-street parking spaces and is easily accessible to disabled patients. There is disabled toilet facility, which is located at the end of the corridor opposite surgery room 2. We also have a children's play area with books and toys. This is not supervised and parents are responsible for their own children.

DIRECTIONS

The practice is located at Crow Road North near Morrison Supermarket. See map:

PRACTICE POLICIES

The practice has a number of policies to ensure that we provide the best possible care for our patients. All patient information is processed in line with the Data Protection Act 1998, and is treated with the strictest confidence.



FEEDBACK

We welcome feedback from patients. Please contact us with your views, either in person, by post or by email using the practice contact details in this leaflet. We hope that you are happy with the service we provide. However, if you have a complaint please contact our receptionist, who will inform you of our complaints procedure.



FURTHER INFORMATION

You are entitled to:

- A thorough examination of your mouth, teeth and gums
- A full explanation of your treatment options
- A written treatment plan including costs(if applicable)
- Information about NHS charges displayed in the waiting room
- Advice on how to keep your teeth and gum healthy
- Information about this practice and the service available
- A care and treatment summary if you decide to transfer dentist
- Interpreting services if requested

You are responsible for:

- Giving at least 24 hour notice if you have to cancel or change an appointment. If less notice is given or an appointment is failed to attend, a charge of £15 will be incurred for every 15 minutes of appointment time (which will have to be paid before any future appointments are made). This will be at the dentist's discretion. However, if you miss more than 2 appointments we may no longer be able to offer you treatment.
- Following your dentist's advice to prevent tooth decay and gum disease. Bring proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked. Patients found to have incorrectly claimed help with the cost of NHS care may receive a penalty.
- Paying your bill promptly and treating our staff with courtesy and respect. We will refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment. In this case we will inform the patient and the local health authority.

Your dental records:

Your dental record will remain confidential and secure. However from time to time we may need to release these to the NHS Business Service Authority as part of our on-going clinical review process. You may obtain a copy of your records upon request. An administration fee applies.

General enquiries on NHS dental provision in the area: 0141 201 4209.



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