

## **PATIENT INFORMATION LEAFLET FOR NHS PATIENTS**

This leaflet is produced in a prescribed format to comply with Schedule 3 of the new GDS contract as from 1<sup>st</sup> August 2006.

It is modelled on advice note 78 from the British Dental Association.

Copies of our practice brochure are available to all patients in the reception area.

### **DENTISTS DETAILS**

#### **Who holds the contract?**

OH Dental Limited (Company no: 06540861) is the contract holder and Mary Colette O'Sullivan is the provider.

OH Dental Limited is a limited company, registered at the dental practice, Orchard House Dental Practice, 6 King's Road, Headcorn, Kent. TN27 9QU.

01622 890574

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

Company No: 06540861

#### **Full names of all performers:**

Miss Mary Colette O'Sullivan

Anastasiya Debrova

Miss Farzana Shyam

Miss Snehal Sharma

#### **Qualifications of all performers:**

Mary Colette O'Sullivan GDC 69033

BDS NUI 1993

MFGDP(FGDP) 2004

Diploma in Restorative Dentistry (FGDP) 2010

MSc Restorative Dentistry (Leeds) 2014

Fellowship FFGDP (FGDP) 2015

Anastasiya Debrova GDC 272741

DMD (Debrecen) 2017

Dental Surgeon

Farzana Shyam, GDC 283729

B.D.S (University of Plymouth) 2019

Foundation Dentist

Snehal Sharma GDC 284783

B.D.S (University of Birmingham) 2019

Foundation Dentist

#### **Names of any performers who are also Trainers:**

Mary Colette O'Sullivan is a Foundation (previously Vocational) Trainer since 1999. We are proud to have been selected by London & South East Deanery to be a Foundation Training practice.

**Administrator**

Neil joined the practice in August 2019. Colette has known him for years and his role is facilitating the smooth running of the business.

**OTHER PCD's (Personnel Complimentary to Dentistry)**

Stacy has worked here since September 1999. She qualified as a dental nurse in 2002. She is also a qualified basic first-aider. She is also qualified in dental radiography and Oral Health Education.

Linda joined the practice in 2007 and became a qualified dental nurse in 2009, she is also a qualified Oral Health Educator.

Katie joined us in 2015 and became a qualified dental nurse in 2017 and is also a qualified basic first aider.

Mel joined us in 2015 and, although a qualified dental nurse, had to requalify, successfully, in July 2019.

Ange joined us in 2019 and is working toward her dental nursing qualification.

Hayley also joined us in 2019 and is also working towards her dental nursing qualification.

**Language availability:**

Unfortunately, we only speak English at this practice. For details of practice offering other languages and to access an interpreter please contact the local NHS England as detailed below.

**PRACTICE INFORMATION****Address of practice premises:**

6 King's Road,  
Headcorn,  
Kent.  
TN27 9QU.

**Contact details for premises:**

Telephone: 01622 890574  
Email: [ohdp.reception@btconnect.com](mailto:ohdp.reception@btconnect.com)  
Web-site: [www.ohdental.co.uk](http://www.ohdental.co.uk)

**CQC Registration:**

Certificate number: CRT1-1890331382  
Certificate date: 16/01/2015  
Provider ID: 1-660920269

**Opening hours of premises:**

Monday 8.30 – 13.00 and 14.00 – 17.30

Tuesday 8.30 – 13.00 and 14.00 – 17.30

Wednesday 8.30 – 13.00 and 14.00 – 17.30

Thursday 8.30 – 13.00 and 14.00 – 17.30

Friday 8.30 – 13.00 and 14.00 – 17.30

We are closed for lunch between 13.00 and 14.00.

We are closed on bank holidays.

**Is there access for patients with disabilities, and if not, what arrangements are available for such patients?**

We have both a downstairs and an upstairs surgery. Although the front door has a step up to it patients can enter by the side door that has a dedicated disabled pathway. We cannot treat patients who cannot move from their wheelchair to our chair. We do not have a hoist or lifting equipment.

Patients requiring such should contact NHS England South East, Kent, Surrey and Sussex as below

**Practice complaints procedure:**

We follow the NHS complaints procedure.

In the first instance patients should either speak with the receptionist / dentist or practice owner. Patients may alternatively write to the practice owner.

In unsatisfactory, you may contact NHS England, as below

**Address for NHS England:**

**South East** (for Surrey, East Sussex, West Sussex, Brighton and Hove, Kent and Medway)

Tel: 0113 825 1433

Email: [england.southeastdental@nhs.net](mailto:england.southeastdental@nhs.net)

NHS Complaint's details for patient leaflet (in addition to your practice complaints manager)

**By post to:**

**NHS England**

PO Box 16738

Redditch

B97 9PT

**By email to:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 311 22 33**

## NHS PROVISION

Details of what services are available under the NHS contract:

For those patients seen as NHS patients we provide the following services: Examination, cleaning, x-rays, fillings, root treatments, extractions, dentures, crown and bridge.

We refer elsewhere for orthodontics, treatment under sedation, advanced and specialist treatment.

Patients are required to pay the NHS charges for their treatment, unless they are exempt charges.

These are currently in 4 bands, £22.70, £62.10 and £269.30. Please see posters in the waiting room corridor and reception for further details of these. Payment is accepted as cash, cheque (with valid cheque card), debit card and Visa/Mastercard.

Patients who are exempt/part-exempt NHS charges:

- Income Support
- Income-related employment & support allowance
- NHS tax credit exemption certificate (card)
- Income-based Job Seekers Allowance
- Expectant Mothers
- Mothers of children under 1 year old
- Holders of HC2 and HC3 certificates
- 18 year olds in full-time education.
- Children under 18
- Prisoners/Young Offenders
- Pension credit guarantee credit
- Universal Credits

Please bring proof of your reason for exemption to all your appointments.

Out-of-hours care, including who is responsible for providing this service and how patients can contact these services:

NHS patients can contact Dentaline 01634 890300. This is based at Tunbridge Wells. NHS England South East, Kent, Surrey and Sussex are responsible for out-of-hours care.

NHS Direct contact details:

Telephone 0845 4647

Website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## PATIENTS' OBLIGATIONS

Rights and responsibilities of patients, including keeping appointments:

Patients are expected to book an appointment; we do not provide open sessions. Give as much information as possible to the receptionist when booking an appointment so that an appropriate time slot can be given.

Patients are expected to be punctual for their appointment and to dress and behave in an appropriate manner towards staff and other patients.

Patients are expected to pay for their treatment upon provision of treatment.

Patients are expected to complete the required NHS forms and be available for NHS checks via the NHS Business Services Authority.

Patients are expected to keep us informed of changes to their medical history, exemption status and contact details.

It has been agreed with NHS England South East, Kent, Surrey and Sussex that, as we cannot charge NHS patients for failing to attend an appointment, two failures will have the consequence that we will no longer see that patient.

### **Action that will be taken if patient is violent or abusive on practice premises:**

The police will be called to attend the practice if required. If attendance is not required a police report will be created. The patient will not be seen at the practice again and a Violent Incident report form will be sent to NHS England South East, Kent, Surrey and Sussex.

### **How patients can request services:**

We advise all patients to speak directly to a receptionist or dentist. Writing or emailing the practice is much less satisfactory as it often requires several contacts to clarify an issue.

### **Patient's right to ask for a specific practitioner and how to do this:**

Patients at this practice will have a usual dentist. Colette has a small number of NHS patients who see her, other than these she only sees private patients. The other NHS patients will be offered our next available appointment with either of our new Foundation Dentists.

Emergencies will be offered the next available appointment. Patients wanting to see a specific practitioner may find that this results in an increased waiting time.

### **Who has access to patient information and patient's rights in relation to disclosure of that information?**

Patient information is stored both on computer and in hard copy in the practice. Computers are password protected and filing cabinets are lockable. We maintain our Data Protection registration with the Information Commissioner. Copies of our Freedom of Information Publication and GDPR policy are available, please ask reception.

Staff members have access to patient information but have signed a confidentiality agreement in their job contract. Necessary information is disclosed when a referral is made. Information is only disclosed to a third party with the patients consent or under a court order or in certain emergency situations as prescribed in the Data Protection Act.

Patients, their legal guardians or next of kin are always informed of a disclosure. A complaint of breach of confidentiality can be brought directly to the practice, or via NHS England South East, Kent, Surrey and Sussex or the Information Commissioner.