

WELCOME TO



EuroDentalCare

PROFESSIONAL • SAFE • AFFORDABLE

**PATIENT INFORMATION
BOOKLET**



**SOMETHING TO
SMILE ABOUT**

Providing NHS Dentistry



www.eurodentalcare.eu

Welcome to Euro Dental Care

This leaflet explains some of our services.

Our Team

At Euro Dental Care we are passionate about teeth and oral health. Our whole team aim to provide the highest standard of care. The members of our team are:

Principal Dentist

Dr Manish Aggarwal (Male) (BDS Shef. 04)

VDP Dentist

Dr Kadija Rafique (Female) (BDS London 09)

Dental Hygienist and Therapist

Ms Amy Todd (Female) (BSc Therapy and Hygiene)

Practice Manager

Diane Edwards (Female) (Licentiate CIPD, MIHM)

Nurse /Receptionists

Donna Toney (Female) (DCP B'ham 07)

Vivian Mwashita (Female) (DCP 08)

Leanne Hampshire (Female)

Kirsty Bench (Female)

Euro Dental Care was established in 2005 by Dr M Aggarwal and is situated Court Oak Road, which borders on the Harborne/Quinton areas of Birmingham.

How to Reach Us

If you are coming by bus, the services 24, 443, 004 & 10 stop on Court Oak Road. For more information about bus and train routes you can either telephone Centro on 0121 200 2700 or visit the West Midlands Passenger Travel Executive website at www.travelinmidlands.co.uk where you can plan your journey.

If you are travelling by car you can download directions at www.multimap.com by typing in the postcode of your starting point and our postcode, B32 2DY.

EURO DENTAL CARE – MISSION STATEMENT

At Euro Dental Care, our aim is to give our clients something to smile about. We do this by providing an innovative, quality service with transparent, affordable prices in a safe, professional environment.

We pride ourselves on offering the same quality of service to our NHS clients as we do to our private clients and always seek to work with clients ensure that each client is offered the opportunity to achieve the best possible oral health, which in turn will give them confidence in their smile.

We appreciate that most people do not enjoy visiting the dentist and many will only attend when in pain. Our vision is to:

- Offer a client centred service by supporting our clients to shape the way our service is delivered.
- Create a highly skilled diverse team that offers a wide range of treatments to support the long term health of our clients.
- Build a relationship of trust with each patient in a calming, relaxing environment where the client is in control of their treatment.
- Work in tandem with our clients and educate them so that they understand the impact that their oral health has on their overall health.
- Offer leading treatments that will help to prolong the life of natural teeth.
- Provide an advisory/signposting service that encourages our clients to change habits/behaviours that affects their oral health.

Any treatment that you require will be thoroughly explained before you undergo any treatment.

Members of our highly trained and experienced staff are on hand to answer questions that you may have about the treatment you may be having or planning to have.

Patient Confidentiality

All members of our team have access to information about you to varying degrees. All information that we keep about you is protected by the Data Protection Act and a code of confidentiality. We take our responsibilities regarding protection of your personal information very seriously and all members of our team are trained in confidentiality and sign a code of confidentiality when they begin employment with us.

We understand that some patients may not fully appreciate why we cannot disclose information, however, unless the patient is under 18 and/or you have legal guardianship or the patient has given us consent, please do not be offended if we are unable to **disclose** or **confirm** any information about that patient, we are merely protecting our patients details. This includes information about appointments.

There may be times when we are required to share information about your treatment with other providers, e.g., for referral purposes, the PCT or other departments within the NHS. This is for many reasons but may include ensuring that we are performing to the correct standards and that we are carrying out the treatments that we say we are carrying out. Please be assured that anybody we share information with adheres to the same high standards of confidentiality as ourselves.

How to contact us

Generally, we can be reached by telephone 0121 428 2999 during the hours of 8.30am and 6.00pm. However, we do close occasionally for staff training and practice meetings. If this is the case, staff will be on site but not be able to answer the phone immediately, so please leave a message on our answer phone and we will contact you as soon as is reasonably possible.

If you prefer you can contact us by email at info@eurodentalcare.co.uk.

Complaints

Although we try our hardest to provide the best possible service, we appreciate that we are not perfect and sometimes we do make mistakes. Therefore, we ask you to help us and point out our failings at the soonest opportunity. We ask that in the first instance you raise your concerns with the person involved. If this is not possible, please bring any concerns, suggestions or complaints to the attention of our Practice Manager. If you require a copy of our complaints policy, please ask a member of staff, who will be happy to help.

Change of Personal Details

We ask that you inform us as soon as any of personal details change. This is to ensure that we are able to contact you to remind you of appointments, pass on the correct details for the purposes of referral or to cancel an appointment if necessary.

If you need to change your personal details, please complete a Change of Details form, which is available from reception. We ask you to complete a form so that we can avoid mistakes in spellings, numbers etc. If you are changing your name, we will require proof.

Treatment Options and Informed Consent

As healthcare professionals it is our responsibility to advise you of any concerns that we may have regarding your treatment. In order to do this we first need to assess your current condition and present you with the findings.

Once we know of any problems or causes of concern we are able to best advise you on the options that are available to you. As an NHS patient, we will provide you with the options that are currently available under the NHS and the options that are available privately. This is our duty to provide patients with **choice**. Under no circumstances will any pressure be put on patients to take up private treatment options.

All information about your treatment options will include the cost, an approximate length of time involved and the advantages and disadvantages of each option.

We will always endeavour to ensure that patients fully understand their options, and we welcome questions from patients to clarify any concerns that have regarding their treatment. If we feel that you are having doubts about the treatment that you have opted to undergo, we may postpone your treatment until we feel that you are certain that you are taking the right option for **YOU**.

Zero Tolerance — Abuse of Staff

Please be advised that as a provider of NHS services, we fully support the NHS's approach towards violent, aggressive, abusive and offensive patients. Any form of abuse will NOT be tolerated and patients who abuse our staff in any manner will be asked to leave the practice.

Charges

Treatment is undertaken on the basis that charges for both NHS treatments and private treatments are due at the end of each appointment, where appropriate. Some patients may choose to pay upfront. However, if you are having difficulties making payments, or are choosing a long term treatment, the Practice Manager is available to discuss payment options.

For those wishing to have longer term treatments, we are able to offer 12 months 0% finance or low interest finance over a longer term.

Cancellations

If you are unable to keep your appointment, please let us know as soon as possible **before** your appointment. Failing to cancel an appointment in time means that we are unable to offer that appointment to anyone else. Missed appointments waste NHS time and money. If you miss more than two appointments (including not giving 24 hours for cancellations) we may not be able to complete your treatment or offer you NHS care in the future.

Recalls

NHS dentists now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means that you will only attend as often as is required to keep your teeth and gums healthy, which may not necessarily be every 6 months. Depending on each individual's oral health, you be asked to attend between every 3—24 months.

Details of these guidelines can be found at:

<http://www.nice.org.uk/nicemedia/pdf/CG019quickrefguide.pdf>

Urgent Treatment

We keep a small number of appointments free during our working day for urgent problems. If you are in pain, bleeding or have a large swelling we may be able to treat you even if you are not currently registered with us. Please phone us and our staff will be more than happy to help and advise you. We ask that if you are in pain with a dental problem, please do not contact your GP. Unfortunately, GP's are not equipped to assess dental problems and will refer you back to a dentist.

If you are in pain whilst the surgery is closed, you can contact the Out of Hours Urgent Dental Care Team on 0845 603 1435 or the NHS Direct on 0845 46 47.

Our NHS Services

Euro Dental Care have agreed with South Birmingham PCT to provide NHS Dental Services. As a provider of NHS Dental Services we offer the full range of mandatory NHS services to our registered NHS patients. This covers all treatment necessary to secure and maintain your oral health and includes examinations, advice, scale & polish, x-rays, fillings, root canal treatment, extractions, crown, bridge, dentures and urgent dental treatment, etc.

We also provide a full range of private treatment options for patients who choose to have treatment that is not available under the NHS — for example large white fillings in back teeth or cosmetic treatment such as tooth whitening (please see options for private treatment on page 10).

As an NHS patient you are entitled to:

- A thorough examination
- An explanation of treatment options
- A written treatment plan (including costs)
- Information about NHS charges (in waiting room) and at:
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_096610.pdf

How to join the Practice as an NHS patient.

Because we are limited in the number of NHS treatments that we can carry out, we have recently been unable to take on any additional NEW NHS registrations. However, we do operate a waiting list and encourage anyone interested in becoming an NHS patient at our practice to join our waiting list. That way as soon as we have any spaces we can contact you to let you know.

If you wish to register as an NHS patient, we ask that you complete a form with all your relevant details. Your details are then entered on our system as waiting to join us as an NHS practice and we will contact you as soon a space becomes available. Our waiting list is run on a “First come, first served basis” as we believe this is the only fair and transparent way.

Once we have a space available we will write to you, requesting that book an exam within 3 months. If you do not contact us, we will assume that you have either moved away or have registered elsewhere and your place will be offered to the next person on the list. Therefore, it is very important that you contact us to book your initial appointment.

Booking an appointment

To book an appointment you can either ring us 0121 428 2999 between the hours of 8.30am—6.00pm on Monday—Saturday or email us on info@eurodentalcare.co.uk

Our current NHS appointment times are:

Day	Dr Aggarwal	Dr Rafique	Hygienist
Mon	N/A	9.00am—5.00pm	N/A
Tue	N/A	9.00am—5.00pm	N/A
Wed	9.00am—3.00pm	9.00am—5.00pm	N/A
Thu	9.00am—3.00pm	9.00am—5.00pm	N/A
Fri	9.00am—3.00pm	9.00am—5.00pm*	9.00am-3.00pm

*(when not on study leave)

NHS Charges

As an NHS patient, the services that you will be asked to pay for fall into 3 payment bands:

Band 1 course of treatment – £16.50

This covers an examination, diagnosis (e.g. X-rays), advice on how to prevent future problems, a scale and polish if needed and application of fluoride varnish or fissure sealants. If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.

Band 2 course of treatment – £45.60

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.

Band 3 course of treatment – £198.00

This covers everything listed in Bands 1 and 2 above, plus crowns, dentures or bridges.

More information about these charges can be found in our reception area or at : http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_096610.pdf

Exemption from Charges

All NHS patients are now expected to pay for their NHS dental treatment unless they are under 18, 18 and in full time education, pregnant, have given birth within the last 12 months or in receipt of certain benefits. If you are unsure, please ask our staff to explain which benefits exempt from paying NHS charges. Details of the applicable benefits can also be found on the back of the blue Patient Declaration form.

Every so often, we are asked to prove by the NHS that we have treated the patients that we say we have treated and, if they were exempt, we can prove that they were in receipt of a qualifying benefit. Please do not be offended if we ask to see proof of your entitlement. If we do not ask to see your evidence and we mistakenly put you down as in receipt of a benefit, YOU may be charged £100 for false information.

Even if you are not exempt from payment, you may still be entitled to additional help with costs for dental treatment, for further information contact 0845 850 1166 or visit www.dh.gov.uk/dentistry.

Choice of Dentist

Up until quite recently Euro Dental Care was unable to offer a choice of dentists as Dr Aggarwal was the only dentist for a short while. However, we have now been joined by Dr Rafique.

As most patients were registered with Dr Aggarwal, we will request your consent if we are offering to book an appointment with Dr Rafique.

Please inform our staff of any preference that you have when booking your appointment. We will try to ensure that you see the same dentist every time, but this may not always be possible, especially in emergencies, when we will offer you the soonest appointment.

As an NHS patient, you are responsible for:

- Following your dentist's advice to prevent tooth decay and gum disease
- Paying your bill promptly
- Informing us of any changes to your personal details including any changes in your general health or medication
- Giving at least 24 hours notice to cancel or change an appointment. We will not charge you but if you miss 2 appointments we may no longer be able to offer you treatment.
- Informing us if you are unhappy with any aspect of our service
- Bringing proof of entitlement when claiming help with NHS charges. If no proof is shown then your eligibility will be checked by the NHS
- Treating our staff with courtesy and respect

As an NHS provider we are responsible for:

- Providing the full range of mandatory NHS services
- Assessing your oral health and advising you on any actions that we feel necessary
- Informing you of the treatment options available to you, both under the NHS and privately, and the costs involved.
- Referring you elsewhere if we feel that you will receive more appropriate
- Remind you of your appointments
- Informing you in plenty of time if we need to cancel your appointment
- Dealing with any complaints in a professional manner as outlined by the Department of Health
- Informing you of any changes that may affect your care
- Adhere to the appropriate health & safety standards
- Being open and transparent in all our dealings

**** Please note :We may refuse to treat patients who are violent, abusive, fail to pay their bills or refuse to co-operate during treatment.**

In this case, we will inform South Birmingham PCT.

Private Services

As well as offering NHS services, we also offer services to patients on a private basis. Unlike NHS patients, we are not limited in the number of patients that we can treat as private patients. As an NHS patient you may choose a combination of both NHS and private services if you wish.

If you are unable to join the practice as an NHS patient or prefer the option of paying for private care, you can join us as a private patient.

How to join the Practice as a Private Patient

In order to join our practice as a private patient, we ask that you book in for a private exam at your convenience. At this moment in time, only Dr Aggarwal is available for private appointments as Dr Rafique is employed to treat NHS patients. As a private patient, or as an NHS patient choosing private care, you have the option of booking appointments on a Saturday.

As a private patient, you have access to appointments throughout our surgery times, which are:

Day	Dr Aggarwal	Hygienist
Mon	9.00am—6.00pm	N/A
Tue	9.00am—6.00pm	N/A
Wed	9.00am—6.00pm	N/A
Thu	9.00am—6.00pm	N/A
Fri	9.00am—6.00pm	9.00am—6.00pm
Sat	9.00am—6.00pm	9.00am—6.00pm

You can book an appointment by telephoning us on 0121 428 2999
Monday—Saturday 8.35am—6.00pm
or emailing us on info@eurodentalcare.co.uk

Cancellations

As a private patient, unfortunately you will be charged £10.00 per 10 minutes for any appointments that you do not cancel and fail to attend. We understand that occasionally situations arise where you are not able to predict that you will be unable to attend, but generally you will know in advance and we ask you inform us so that we may see other patients. If you do not inform us, we may turn someone away unnecessarily.

Treatment

As a patient choosing private services, you will have access to a wider variety of treatments. Our private treatments include cosmetic treatments such as teeth whitening, veneers, dental implants, a wider variety of materials for fillings, bridges and dentures, braces, as well as anti ageing and cosmetic facial treatments.

Teeth Whitening

Our package starts from £90.00

Wrinkle Reduction treatments

We offer both hyaluronic acid dermal fillers and Botulinum type A treatments

Teeth Straightening

We offer both Invisalign, a clear, removable, almost invisible option to traditional braces, and Damon, similar to traditional braces but reduces the need for extractions and achieves results in considerably reduced treatment times.

Dental Implants

For those patients that prefer a more permanent alternative to dentures, we are able to offer suitable patients dental implants. With proper care, dental implants can last as long as, if not longer than your own teeth.

Smoking Cessation

We have recently introduced a low level laser treatment, nicolite, into the surgery. In tests, nicolite has proved to be up to 6 times effective than patches.

All the additional treatments that we offer are undertaken by fully qualified and experienced staff. As we are fully confident in the cosmetic services that we provide, we offer **FREE** consultations for all of our private cosmetic treatments. Following your consultation, you will be provided with all of the treatment options available to you and the cost each of the treatments. Please ask our staff for further information.

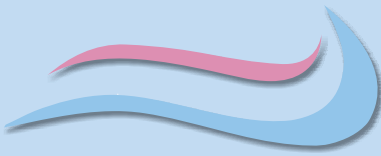
Complaints

The Dental Complaints Service is an independent service funded by the General Dental Council which helps private dental patients resolve complaints about private dental services. They can be contacted on telephone 08456 120540 in office hours (Monday to Friday 9am - 5pm) or fill in a form on their website, <http://www.dentalcomplaints.org.uk>.

This leaflet is also available in large print. Please ask our staff if you require a large print version.

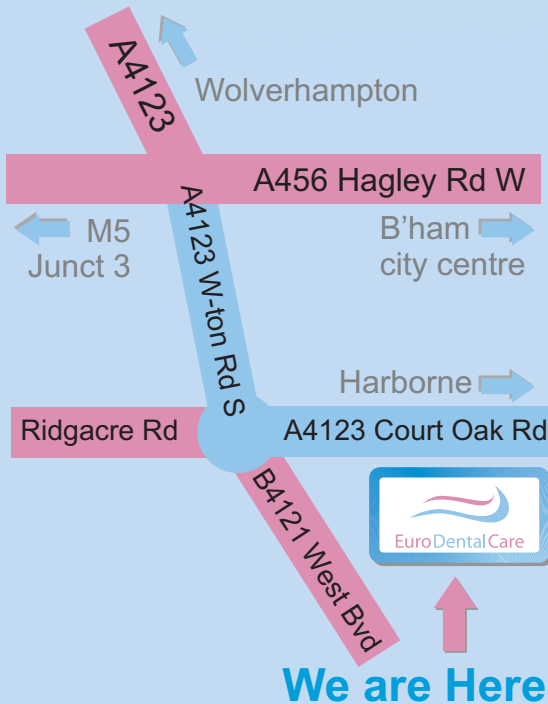
Disabled Access

The premises are fully equipped to accommodate wheelchair users.



EuroDentalCare

368 Court Oak Road, Harborne,
Birmingham. B32 2DY.
Tel: 0121 428 2999



Euro Dental care have a specialist Interest in
Invisalign, Implants and Cosmetic Dentistry

This booklet is also available
in large print or braille on request.