

COMPLAINTS

Our practices' operate an internal complaints procedure, if you feel that you need to make a complaint, please put the details in writing to the practice, include as many details, inc times, dates and names. Any complaints made to our practices are dealt with promptly and with discretion.

USEFUL CONTACT NUMBERS

NHS Direct 0845 4647

Dentaline 01634 819191

NHS Eastern & Coastal 01227 790055

West Kent PCT 01732 375200

Ashford Canterbury and

Sittingbourne Chopra & Associates Dental Surgeries has agreed with NHS Eastern and Coastal Kent NHS to provide NHS dental services. You can contact NHS Eastern and Coastal Kent at Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, Kent CT5 3DD
Telephone 01227 790055
communications@easterncoastalkent.nhs.uk
www.easternandcoastalkent.nhs.uk

Swanscombe

Chopra & Associates Dental Surgeries has agreed with West Kent PCT to provide NHS dental services. You can contact West Kent PCT at Wharf House, Medway Wharf Road, Tonbridge, Kent TN9 1RE.
Telephone 01732 375200
info@westkentpct.nhs.uk
www.westkentpct.nhs.uk

OPENING HOURS

Ashford

Monday to Friday 9.00 am – 5.30 pm

Saturday 9.00 am – 1.00 pm

Canterbury

Monday to Friday 9.00 am – 5.30 pm

Saturday 9.00 am – 4.00 pm

Sittingbourne

Monday to Friday 9.00 am – 5.30 pm

Swanscombe

Thursday 9.30 am – 5.30 pm

Saturday 9.00 am – 5.30 pm

All Practices

Closed for Lunch 1.00 pm – 2.00 pm
and

Closed Bank and Public holidays
and Christmas through to the New Year

Principal

Mr P K Chopra

BDS MFGDP MJDF MFDS

Senior Dental Practice Manager

Miss Monica Morrison

RDN RAD Cert OHI Dip DPM LCGLI

OTHER MEMBERS OF OUR TEAM

Visit Meet The Team

CHOPRA & ASSOCIATES Dental Surgeries



PRACTICE INFORMATION LEAFLET

Email info@choprardental.com

www.choprardental.com

PRACTICE LOCATIONS

Ashford 01233 637018

Canterbury 01227 453416

Sittingbourne 01795 477224

Swanscombe 01322 386688

Welcome to

*Chopra & Associates Dental Surgeries.
This leaflet contains information about the
services we provide, how to make an
appointment and who to contact for further
information or assistance.*

Providing NHS Dentistry



SERVICES AVAILABLE

We have agreed with NHS Eastern and Coastal Kent to provide NHS services for all patients.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a full range of private treatment options for patients who choose to have treatment that is not available on the NHS – for example cosmetic treatment such as tooth whitening.

The poster in our waiting room has information about the cost of NHS treatment. Your dentist will also advise you of the cost of any private treatment.

We can also refer you to another dentist if you require specialist treatment involving sedation or orthodontics.

APPOINTMENTS

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenience time within the hours we have set aside for NHS patients.

You can choose which dentist you would like to see at the practice, but please note that this will depend on the appointments available.

We always try to see patients at the appointment times. We are very busy dental practices and if you are kept waiting there is normally a good reason. Please be patient.

It is our practice policy to book one appointment at a time, this is to prevent unnecessary appointments being booked and subsequently cancelled or failed.

Please note that all new patients and re-accepted patients (not been seen within the last 12 months) may not always see the dentist of their choice, if you require to see a specific dental surgeon, please put this in writing to the Senior Dental Practice Manager and we will endeavour to comply with your request, this may not always be possible, as all of our dentists are extremely busy.

All patients are required to complete a detailed medical history form, prior to any treatment commencing.

PRIVATE CARE

NHS patients can opt to have part of their treatment privately. Private Treatment gives you more time with your dentist as well as personal service, greater choice of materials and higher quality laboratory work for a better aesthetic result. There is also a greater range of treatment options available as cosmetic treatment is excluded from the NHS. Because the charges are changing, some private treatment may even be cheaper.

RECALLS AND REMINDERS

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. NHS dentists will now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE) on how often patients need to see their dentist, according to their oral health needs. It is no longer the norm for NHS patients to have two NHS check-ups each year, if you do not need them.

FAILED APPOINTMENTS AND CANCELLATIONS

If you are unable to keep your appointment please let us know as soon as possible so that we can use the appointment for other patients on our waiting list. If you miss more than 2 appointments giving less than 24 hours notice, we may not be able to complete your treatment or offer your NHS care in the future.

EMERGENCIES

If you require emergency treatment during normal surgery hours, we will try to see you on the same day, but please contact us as early on the day as possible. You may need to wait until we can fit you in between patients who already have appointments. It may not be possible to see your regular dentist. All other times please telephone the surgery for further advice. Or contact Dentaline on 01634 819191 or NHS Direct on 0845 4647 or www.nhs.uk

DISABILITY ACCESS AND FACILITIES

At all of our practices we have facilities to see and treat disabled patients, entrance to each practice is different, please contact your preferred surgery for further details on facilities.

DATA PROTECTION

Our practices are registered with the Data Protection Agency. Only Dental Surgeons and Staff currently employed by Chopra & Associates have access to your dental records. We request that all of our staff treat all company information with the strictest professional and confidential manner at all times. Patients have the right to access to records and information under 'Freedom Of Information Act'. Please put any request for this in writing.

VIOLENCE AND AGGRESSION POLICY

Our practices operate a zero tolerance policy towards violent, aggressive or abusive behaviour.

CHARGES AND PAYMENTS

To all FEE paying patients:-

- All payments must be made on the day that the treatment has been started.
- No other appointments will be made until payments are up to date.
- Dentures, Crowns, Bridges and Veneers must be paid for at the first preparation visit.
- We offer NO form of credit.

We accept Cash all major Cards

To NON FEE paying patients

- If you are exempt from dental charges, you must provide the receptionist with an up to date exemption certificate, on your first visit, and each subsequent visit. Otherwise payment will be required, and you will have to claim back through the Social Security.
- If you think that you may get exemption, please ask for a HC1 form, payment will be required for treatment until you have your reply. You can then claim the monies back through the Social Security (you will be required to keep all receipts for this).

IF YOU ARE UNSURE, PLEASE CHECK WITH THE RECEPTIONIST BEFORE ANY TREATMENT COMMENCES. OTHERWISE YOU WILL BE LIABLE FOR PAYMENT FOR ALL TREATMENT CARRIED OUT.