

Greenfields Dental Surgery

Information leaflet

Thank you for choosing the Greenfields Dental Surgery as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please speak to Deepa Joseph P *practice owner* on 01743243026 or greenfieldsdental@gmail.com . The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

We provide the full range of NHS treatment (except orthodontics and sedation). If you would like details of dental practices offering general dental care, please check the NHS choices website <https://www.nhs.uk/> or contact *NHS England*

We also provide treatment on a private basis, including cosmetic dentistry. For further information on our range of services, please contact Deepa Joseph.

Please contact the practice if you would like to make an appointment at a time that is convenient for you on 01743243026

- The Contract provider of this practice is Mrs Deepa Sara Joseph

Our Team

- The dentists providing service are Mrs Deepa Joseph works full time BDS 1998, MJDF (Eng), PG Cert-MEd GDC No 145947 Registered 12th May 2008 and Mrs Madhurima Vallabhaneni works Wednesdays BDS, MDS (Endodontics) GDC No: 267670 Registered 11th Nov 2016
- Our dental therapist is Zoe Hepburn- works on a Thursday GDC No:128038 Registered 15th Jan 2008 and hygienist is Karen Hayes-works on Monday and Friday AM GDC no :3370 Registered 15th July 1987
- Our HR manager is Mrs Linda Furbur and our Practice Manager is Mr Dileep Jacob
- Our Registered nurses are Denise Chamberlain, Joanne Biggar and Eleanor Kirkwood. Our Receptionist is Dianne Buckley
- We are a training practice currently we do have a trainee dental nurse called Ellie Matthews
- Our full address is 114 Ellesmere Rd, Shrewsbury SY12QT. Tel. 01743243026.
- We provide a full routine NHS service and a written treatment plan will be provided for any treatment provided. We will be providing private treatments according to individuals treatment needs. Referrals to specialist services will be provided if necessary.
- This practice uses quality control procedures.
- Hygienist services are offered on a private basis only. We might have to charge for failed hygienist appointments.

Opening hours

We are open during the following times:

Monday	8:30 AM	5:00 PM
Tuesday	8:30 AM	5:00 PM
Wednesday	8:30 AM	5:00 PM
Thursday	8:30 AM	5:00 PM
Friday	8:30 AM	4:30 PM
Saturday	9:00 AM	1:00 PM
Sunday	closed	

The practice is closed for lunch from 13:00 PM to 14:00 PM every day. We will be open on Saturdays for private patients and this will be by prior appointments only.

- Out of hours emergency service is provided by NHS England and not by this practice. The emergency phone number is 111 and it can also be obtained from our answerphone.
- Emergency service and advice can also be obtained from the website www.nhs.uk.

Complaints

- Comments or complaints. We are happy to deal with comments or complaints. Comments may be placed in our suggestion box. Our complaints manager is Deepa Joseph. Complaints may be made verbally in private, by sign language (interpreter needed) or in writing addressed to Mrs Deepa Joseph at the surgery address. Complaints will be acknowledged immediately upon receipt and usually replied to within two weeks. If patients are not happy with the outcome the complaint may then be taken to NHS England, the Health Service Ombudsman, the Local Government Ombudsman or the Independent Adjudication Service. Advocacy services which can help in making complaints should be available from the local council.

Patient confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

Dentists, hygienists, managers, dental nurses and receptionists all have access to personal data. It is our policy that all such data is kept strictly confidential. We are registered with Data Protection. Patients have full access to their own dental records, but we are not allowed to give out information on adult patients to third parties, including family members, without the written permission from the patient concerned.

- Patients are free to express specific needs and may request one to one privacy to do so.

- NHS regulations state that the payment of NHS fees is due in full at the time of acceptance of the initial assessment if the patient agrees to the treatment plan, however, the practice usually just charges for stages of treatment as completed although we do require an initial payment of £100 for band 3 courses of treatment. Receipts and full treatment plans are available upon request.
- Further information about NHS services can be obtained from NHS England on 01952 580490.

Methods of payment

We accept the following methods of payment at the practice cash, cheque (made payable to Mrs Deepa Joseph and all major credit and debit cards.

Practice policies (available on request)

- Infection control policy
- Confidentiality policy
- Complaints policy, with a named contact at the practice

Other information

We will aim to ensure that you are cared for by your preferred dentist. Where this is not possible, we will explain the reasons. Please let our receptionists know when you book your next appointment.

We encourage our patients to receive regular dental care to achieve and maintain good oral health. We will undertake a dental care assessment during your first appointment to assess and agree your treatment needs.

The following languages are spoken at the practice: Hindi and Malayalam

Our treatment areas can be accessed by patients using wheelchairs and other walking aids. If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

- Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 24 hours. If you cancel an appointment, on more than one occasion, with less than 24 hours' notice, we may no longer be able to offer you 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. Sadly, patients who regularly fail to attend or cancel at short notice will be placed on our non-active list and might not be reaccepted.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.