

## Introduction

Thank you for choosing our dental practice. This leaflet is here to tell you all about us. Should you have any further questions, please do not hesitate to speak to the Practice Manager **Caroline Kelly** who will be able to assist you. We provide the full range of NHS treatment to all members of the public, children and NHS exempt patients. We also provide private treatment, including cosmetic dentistry to improve your smile. For further information on our full range of services, please speak to any of our team.

## Dentists

**DR ANGELICA KHERA** BDS Lond 2000 GDC No: 78804 (F) Principal. She is also a VT trainer. We are a Foundation Training Practice.

**DR SARAH MARSDEN** BDS Lond 1990, DGDP (UK) 1997 GDC No: 66283 (F)

**MR ANDY HAWKESFORD** BDS Lond 1987 MB BS Lond 1995 GDC No: 63025 (M). Specialist in Oral surgery.

**DR VARLIE BACON** BDS Dund 1996 GDC No: 72066 (F)

**DR REBECCA NAIDOO** BDS Lond 2003 GDC No: 82503 (F). Certificate in Cosmetic & Aesthetic Restorative Dentistry.

**DR SIMA ACHARYA** Lond 2006 GDC No: 105021 (F).

**DR VANESHA PATEL** BChD Leeds 1992 GDC No: 68576 (F).

**DR MEERA BOWRY** BDS Lond 2007 GDC No: 114618 (F).

**DR BENN COBAU** BDS London 2013 GDC No: 244934 (M).

**DR MARTINA OBOH** Statutory Exam 2008 GDC No: 154555 (F)

**DR ANISHA AMIN** BDS Kings College London (KCL) 2015 GDC No: 258952 (F).

**DR ANIKA PATEL** BDS Brist 2011 GDC No: 191821 (F).

**DR ZAMENA JANMOHAMED** BDS King's College London (KCL) 2014 GDC No: 251612 (F)

**DR SHERBANU JANMOHAMED** BDS King's College London (KCL) 2016 GDC No: 264986 (F)

## Hygienists

**MELINDA DAWSON** Dip Dent Hygiene Lond 2003 GDC No: 6272 (F).

**CAROLYN ROCK** Dip Dent Hygiene Lond 2010 GDC No: 192865 (F)

The NHS dental contract at this practice is held by the Principal Dr Angelica Khera.

Our dentists are backed by our committed support team:

## Nurses

**Irene Pepper** – Qual National Certificate NEBDN 1996 GDC No: 110478 (F).

**Dee Hirji** - Qual Cert in Dental Surgery Assisting NEBDSA 1986 GDC No: 116132 (F).

**Sara Skinner** - Qual National Certificate GDC No: 117305 (F). Also an Assistant Practice Manager

**Lorraine Haviland** - Verified experience in Dental Nursing GDC No: 111211 (F)

**Shiralee Woodroffe** - Qual- National Certificate NEBDN 2013 GDC No: 248205 (F)

**Kiki Fatmire Maqedonci** - Trainee dental nurse. Joined 2014

**Sarah Claudine Morris** - Verified competency in Dental Nursing GDC No: 157617 (F)

**Paris Caballero** - Trainee dental nurse (F).

**Patrycja Bujaj** - Trainee dental nurse (F).

**Devon Moore** - Trainee dental nurse (F).

## Practice Administration, HR and Reception Team

**Caroline Kelly** – Practice Manager & Patient Treatment Co-ordinator (F).

**Grace Pepper** BA 2009 – Assistant Practice Manager (F)

**Sarah Burnham** – Reception (F).

**Debbie Barrett** Reception (F).

**Sanjeev Verma** – Finance and Business Development Manager. BSc 1994 MBA (Wharton) 1999 (M).

## PRACTICE OPENING HOURS

**Monday to Friday 8.00am-5.30pm**

**Late nights:** Tuesday & Thursday evenings 5.30pm to 8.00pm.

**Every other Saturday 9.00am-1.00pm (by appointment)**

**Tel: 0208 654 1434 (3 lines)**

## Appointments:

**Making an appointment** - If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning **0208-654-1434**. See above for information on our opening hours. You can choose which dentist you would like to see at the practice, but please note that this will depend on the appointments available.

**Reminders and recalls**- At the end of your course of treatment, your dentist / hygienist will discuss with you when you will need to see them again. NHS dentists follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you should attend as often as is needed to keep your teeth and gums healthy and that you may no longer need a check-up every six months.

## Cancellations

If you are unable to keep your appointment please let us know as soon as possible so that we can give the appointment to someone else. Missing appointments wastes time and resources. Our policy is that if, on more than two occasions, patients cancel with less than 24 hours notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will take special circumstances into account, and may still offer private dental care but will require a non refundable deposit. Private patients may be charged for missed appointments.

## Urgent treatment / Emergencies 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 NHS patients such treatment should be provided within 48 hours. Should you have an urgent problem we need to know as soon as possible. If you need urgent treatment outside of our opening hours you can access advice and/or treatment by telephone by dialling 111. This service is not provided by the practice but commissioned by NHS England.

**Accessibility** - Our practice is fully accessible for disabled patients.

**Comments about our service**- If you would like to comment about any aspect of our service please contact Ms Caroline Kelly. Alternatively where NHS treatment has been provided you can contact: NHS England (0300 3112233 or England.contactus@nhs.net) or The Independent Complaints Advocacy Service ([www.seap.org.uk/icas](http://www.seap.org.uk/icas) or 01256 463758)

Further advice is available from the General Dental Council ([www.gdc-uk.org](http://www.gdc-uk.org) or 0845 6120540), or your local Citizens Advice Bureau.

A copy of our full complaints procedure is available at the practice.

**Other Information** - We may refuse to treat patients who are violent, fail to pay their bills or refuse to cooperate during treatment. In this case, we will inform appropriate authorities and NHS England

## About Payments

Details of NHS charges and our private price list are available at the practice and on our website at [www.family-dental.co.uk](http://www.family-dental.co.uk) After an initial examination the dentist will determine a plan of treatment which will be discussed with you. You will also be given an estimate of the likely cost. Full payment for NHS treatment is required at the start of treatment. We accept the following methods of payment at the practice: Cash, and all major credit and debit cards If you wish to pay by credit card on the NHS, there will be an additional administration fee of 1.5% to pay. This charge is not made for private treatments. Proof of the exemption will be required.

**Help with costs** - For more advice on receiving help with the cost on NHS dental treatment, go to [www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx](http://www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx)

## Exempt Patients

Treatment on the NHS is free if you:

- Are under 18 or under 19 and in full time education
- Are pregnant or a nursing mother
- Are in a low income group or exempt, such as income support.

Please check the complete list with the receptionist.

Proof of entitlement to benefit will be asked for on every course of dental treatment. If proof is not shown at the start of your treatment we will have to charge you as if you are a paying patient. You may be able to claim this back by sending a HC5 form with stamped receipts to whichever division you are claiming from. This form is available from reception.

## Patient Finance

Payment Plans - provided by leading Credit Supplier Medenta part of PracticePlan. Interest-free and low cost payment plans to pay for your treatment

Are you one of the thousands of patients considering cosmetic, aesthetic, orthodontic or dental implant work? If so, you might be interested in a service we provide right here - interest-free and low cost payment plans to fund your dental treatment. Speak with one of our team for more information who can provide you with a break down of how you can easily spread your dental costs at a 0% finance agreement.

Medenta provides affordable patient finance for more than 1,750 practices across the UK.

Medenta works with reputable credit brokers Hitachi Capital (UK) PLC to provide dental finance, and is authorised and regulated by the Financial Conduct Authority.

## Other services

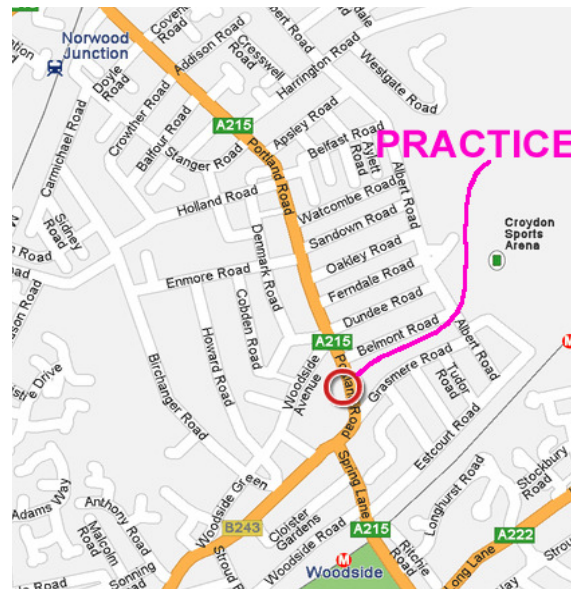
We also provide the following dental services – hygienist, sedation, aesthetic dentistry and orthodontics such as cFast and Six Month Smiles.

**Patient confidentiality** - We take patient confidentiality very seriously and all personal information is treated in the strictest confidence Only members of staff have access to patient information and we have a strict confidentiality policy.

**Your dental records** - Your dental records will remain confidential and secure. However, where records detail NHS care, from time to time we may need to release these to NHS England or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation. Should you require a copy of your dental records please contact Ms Caroline Kelly. There may be a charge for this.

## Location

The practice is located close to Norwood junction overground station and buses 130, 197, 312, 410 stop outside the practice. Nearest tram is Woodside (500m). Parking is available in the surrounding area.



**Family Dental Practice, 262 Portland Road,  
South Norwood, London SE25 4SL  
[www.family-dental.co.uk](http://www.family-dental.co.uk)  
Tel: 020 8654 1434 (3 lines)  
Fax: 020 8656 3760  
Email: [info@family-dental.co.uk](mailto:info@family-dental.co.uk)**

Providing NHS Dentistry



The  
**Family Dental**  
Practice

**Friendly, Professional & Caring**  
**14 Dentists & 2 Hygienists**  
**Established for over 80 years**

**NHS, Independent & Private**  
**High Quality Service**  
**Cosmetic Dentistry**  
**Teeth Whitening**  
**Sedation available**

**8am-Late Evenings & Saturdays**

**Family Dental Practice**  
**262 Portland Road**  
**South Norwood**  
**London**  
**SE25 4SL**  
**[www.family-dental.co.uk](http://www.family-dental.co.uk)**

**Tel: 0208 654 1434 (3 lines)**  
**“Caring for your smile 😊”**

**New Patients Welcome**