

# Lancing Dental Practice



**63 South Street | Lancing | West Sussex | BN15 8AP**  
**01903 752228**

[info@lancingdentalpractice.co.uk](mailto:info@lancingdentalpractice.co.uk)

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

## PRACTICE INFORMATION LEAFLET

### GENERAL

Thank you for choosing Lancing Dental Practice as your Dental Practice. The Practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

We are predominately a private Dental Practice practising in general dentistry. We have a small NHS budget and to a limited number of patients we are able to provide the full range of NHS treatment (except orthodontics and sedation).

### DENTAL CARE

It is our Practice philosophy to promote dental health at all times. Therefore we recommend regular check-ups. We take a preventative approach, which is vital to reduce the need for active treatment.

### THE TEAM

#### DR KEVAL SHAH BDS (GDC 82339) - PRINCIPAL DENTIST

*(Holds the NHS Contract)*

Keval, owner of Lancing Dental Practice, completed his dental training at the University of Wales, College of Medicine in Cardiff in 2003. Since then he has worked in 3 very busy General Dental Practices in Central and West London, where he gained invaluable experience in all aspects of general dentistry before becoming Principal Dentist at Lancing Dental Practice in June 2012.

Keval takes time to clearly explain to patients the various treatment options that are available to them. He has a special interest in preventative dentistry, which is aimed at reducing the need for active treatment.

Keval has a very calm, gentle and friendly manner. He has empathy with all patients and in turn gives them confidence. He is here to help and discuss any anxieties you might have.

#### CRYSTAL LOSKOSKY RCS (GDC 237762) - DENTAL HYGIENIST

We employ a Dental Hygienist, who specialises in preventing and treating gum disease. Common treatments include scaling and polishing, root planning and providing instructions for good oral hygiene and care. We recommend regular visits to the Hygienist.

Crystal graduated from the Eastman Dental Institute in 2015 as a qualified Dental Hygienist.

Crystal takes great pride and care when treating her patients. Importantly, she also demonstrates and teaches techniques for maintaining good oral health that patients can apply on a daily basis. Due to Crystal's qualities and her friendly, approachable manner she is very popular with patients.

#### JONAH LIZARDO – TRAINEE DENTAL NURSE

Jonah is very friendly and, as our newest member of the team, she is looking forward to building up great relationships with all our patients. Jonah is eager to learn about all aspects of dental nursing and help put patients at ease.

### **HINA SHAH Chartered MCIPD – PRACTICE MANAGER**

Hina joined the Practice in June 2012 after having moved from London to West Sussex. She is a Chartered Member of the Chartered Institute of Personnel & Development and completed her postgraduate Masters degree in Human Resource Management in 2005.

She has excellent organisational and interpersonal skills. Hina enjoys her role, helping the Practice to expand and continuously improving the services and facilities available. She ensures the dental team are kept updated with current legislation and guidelines.

### **LISA PAYNTER - RECEPTIONIST**

After leaving education, Lisa worked as a Dental Nurse in Portslade. She then joined a Dental Practice in central Brighton and worked as a Dental Receptionist there for 5 years.

Lisa then had a change of career and worked a Senior Customer Assistant in a building society before re-training as a Nursery Nurse gaining a NVQ in Childcare and a GCSE in Child Psychology.

Lisa joined the Practice in June 2010 and is a key member of the team, ensuring the efficient running of Reception and welcoming all our patients.

### **OPENING HOURS**

We are open during the following times:

Monday	9am – 1pm
Tuesday	8.30am – 6pm
Wednesday	8.30am – 4pm
Thursday	9am – 5pm
Friday	9am – 1pm

The Practice is closed for lunch from 1pm – 2pm on Tuesday, Wednesday and Thursday.

### **EMERGENCY SERVICES**

If you are in pain during surgery hours, please telephone us and every effort will be made to see you as soon as possible on the same day.

Should you have a dental emergency outside of the Practice opening hours, please call the Emergency Dental Central Clinic in Worthing on 01903 230 364 to make an appointment.

Details of the Central Clinic (Worthing) and opening times:

*Central Clinic, Stoke Abbot Road, Worthing BN11 1HE*

Please telephone between:

*Monday-Friday: 5.30pm–10pm*

*Saturdays, Sundays and Bank Holidays: 8.30am–1pm*

Details of primary dental services in the area may be obtained from the NHS Dental Helpline on 0300 1000 899 or NHS 111.

### **DISABLED ACCESS**

Unfortunately our premises do not have suitable disabled access, and are not suitable for certain types of disabilities, or for those that cannot climb stairs because our surgeries and toilet are based on the first floor. We will, however, be able to make arrangements for you to be seen at Grand Avenue Dental Practice that is fully accessible.

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.

### **ANXIOUS PATIENTS**

Some people feel a deep-seated anxiety about dentistry. We understand. Please discuss your fears with us and we will do everything we can to help.

### **REFERRALS**

Over the years we have developed experience in all aspects of dental care, but in certain cases we may refer patients to colleagues who have special skills in certain types of treatment, such as Orthodontics and Implants.

## **BOOKING AN APPOINTMENT**

To book an appointment with either the Dentist or the Hygienist, please call us on 01903 7522258 and speak to our Receptionist who will be happy to assist you.

## **COMPLETING A MEDICAL HISTORY QUESTIONNAIRE AS A NEW PATIENT**

At your first appointment, you will be asked to complete a detailed Medical History Questionnaire. This questionnaire will take approximately 5 minutes to complete and will need the names and dosages of your current medication (if applicable).

## **NEW PATIENT DENTAL EXAMINATION**

At your first appointment, the Dentist will go through your medical history questionnaire and ask, where necessary, to clarify any information detailed on there. You may be asked to keep any medication, which you keep on person on with you, within reach should you need urgent access to it. The Dentist will then explain the process involved in a dental examination and conduct the dental examination.

As well as looking in your mouth, Keval will ask you some questions. These may include the following:

- any problems (such as pain or sensitivity) that you may have noticed
- your general health and any medication you might be taking
- your diet (because sugary snacks and drinks can cause tooth decay)
- how you clean your teeth
- if you smoke or drink alcohol (both can harm your mouth as well as your general health)

Some of the questions will depend on what Keval sees in your mouth. You should expect Keval to:

- look inside your mouth, at your tongue, your cheeks and lips, the roof of your mouth and the back of your throat (places where there might be a problem that you cannot see or feel)
- look at your teeth and gums to see whether they are healthy or whether there are signs of decay, damage or gum disease
- decide whether he needs further information from x-rays
- tell you about any treatment you need, explaining the choices and their cost

## **PATIENT CONFIDENTIALITY**

We take patient confidentiality extremely seriously at Lancing Dental Practice and all personal information is treated with the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our Practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records, please ask at Reception.

## **COMPLAINTS PROCEDURE**

We aim to make your experience at the Practice as pleasurable as possible. However, should you have any complaints or comments, please Hina Shah on 01903 752228 or by email at [info@lancingdentalpractice.co.uk](mailto:info@lancingdentalpractice.co.uk), who will be able to deal with your complaint and talk you through our procedure. Alternatively you can pick up a copy of the procedure from Reception.

## **PROTECTION**

As a caring Practice, we take all necessary precautions to safeguard both patients and staff against blood-borne infections. We follow recommended infection control guidelines with regard to the sterilisation of instruments, and wherever possible, disposable items are used. The Practice Infection Control policy is available on request from Reception.

## **LANGUAGES SPOKEN AT THE PRACTICE**

The following languages are spoken at the Practice: English, Filipino, and Japanese,

## **TREATMENT PRICE GUIDE**

A copy of our treatment price guide can be requested from Reception or can be downloaded from our website [www.lancingdentalpractice.co.uk](http://www.lancingdentalpractice.co.uk)

## **METHODS OF PAYMENT**

We accept the following methods of payment at the Practice: cash and card (Mastercard, Maestro, VISA, VISA Electron, American Express, Diners Club).

## REGULAR ATTENDANCE

We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health. We will undertake a Dental Care assessment during your first appointment in order to ascertain and agree your treatment needs.

## PATIENT RESPONSIBILITIES

Missing appointments wastes time and resources which are needed for other patients. Our Practice policy is that if you have to cancel a dental appointment, we require 24 hours' notice and 7 working days' notice for a hygiene appointment. Private patients may be charged a cancellation fee if you fail to attend an appointment or cancel with less than the required notice.

If on more than one occasion NHS 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 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.

If you change address or telephone number, please let us know as soon as possible. This helps us keep our records up-to-date.

At each appointment we will review and update, where necessary, your Medical History Questionnaire to assist in our diagnosis and treatment. This information is confidential.

## ABUSIVE OR VIOLENT BEHAVIOUR

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

## PROVIDING FEEDBACK

We sincerely hope that our patients are happy with the care, service and advice they receive. To ensure that we provide the service you expect, we welcome your views and comments. Patients can provide feedback verbally to any member of the Dental team or by completing a Patient Survey, and placing this in the confidential Patient Surveys & Feedback post box in the Waiting room.

# NHS ENGLAND, GDC & CQC

## NHS ENGLAND

P O Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33

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

## General Dental Council (GDC)

37 Wimpole Street London W1G 8DQ

Tel: 0845 222 4141 or 020 7887 3800

[www.gdc-uk.org](http://www.gdc-uk.org)

## Care Quality Commission (CQC)

National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161 Fax: 03000 61617

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

## PRACTICE INFORMATION

### OUR LOCATION



### PARKING

We are situated 220 metres (a 5 minute walk) from Lancing train station, opposite the Lancing Parish Church. The bus stop for Bus route 106 is less than a minute's walk from the Practice. There are also free 1 hour parking bays in nearby roads, and a NSL pay and display car park only a minute's walk away.