

MAKING A COMPLAINT

We take all complaints we receive seriously and aim to resolve all our patients' concerns promptly. If you wish to bring a matter to our attention, please contact Hina Shah, our Complaints Manager. She will acknowledge your complaint within 3 working days and give a written response within 6 months.

If you are an NHS patient and your complaint is still unresolved, contact the Complaints Manager at NHS West Sussex.

If you are still unhappy with the decision, then you may contact the Health Service Ombudsman within 12 months of the incident.

You can obtain help from PALS or Independent Complaints Advocacy Service via NHS England.

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.

If you need to see a Dental Practitioner urgently outside our opening hours:

There is an Emergency Dental Clinic in Worthing, which can offer appointments to anyone with a dental emergency. Appointments *must* be booked by contacting the Central Clinic at Stoke Abbott Road by telephone on 01903 230 364 before you attend.

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

Contact the NHS Dental Helpline on 0300 1000 899 for details of other Practices throughout the county who can offer daytime emergency appointments (subject to availability).

You do not have to be a patient of these Practices to have emergency treatment there, if they have availability.

NHS, GDC & CQC details

National Customer Contact Centre

NHS England, P O Box 16738, Redditch B97 9PT
Tel: 0300 311 22 33
email: england.contactus@nhs.net

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

General Dental Council (GDC)

37 Wimpole Street London W1G 8DQ
Tel: 0845 222 4141 or 020 7887 3800
www.gdc-uk.org

Care Quality Commission (CQC)

National Customer Service Centre, Citygate
Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616161 Fax: 03000 616171
www.cqc.org.uk

to help you maintain healthy teeth and gums

Practice Opening Hours

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

We have a dedicated lunch break between 1pm – 2pm.

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

PAYMENT METHODS

We accept the following methods of payment: cash, card (Mastercard, Maestro, VISA, VISA Electron) and cheque.

Lancing dental practice

Dr Keval Shah BDS
Principal Dentist

Lucy Harris RDH
Dental Hygienist

Hina Shah Chartered MCIPD
Practice Manager

patient information



63 South Street
Lancing
West Sussex
BN15 8AP

01903 752 228

info@lancingdentalpractice.co.uk

www.lancingdentalpractice.co.uk

GENERAL

If you are a new patient, we would like to take this opportunity of welcoming you to this Practice.

Patients can call or come to the Practice to request services.

Unfortunately our premises 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.

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.

PRINCIPAL DENTIST – DR KEVAL SHAH BDS (GDC 82339)

Keval 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.

DENTAL HYGIENIST – LUCY HARRIS RDH (GDC 5679)

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.

Lucy graduated from the Eastman Dental Institute in 2000 as a qualified Dental Hygienist.

Lucy 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 Lucy's qualities and her friendly, approachable manner she is very popular with patients.

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.

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

NHS TREATMENT

All dental treatment for adults is carried out privately at this Practice. However, children of our Private patients under 18 still receive free treatment under the NHS.

ANXIOUS?

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.

APPOINTMENTS

We always try and see patients at the appointed time. If you are kept waiting there is normally a good reason. Please be patient.

PATIENT RESPONSIBILITIES

If you have to cancel an appointment, we require, where possible, 24 hours' notice. A cancellation fee may be charged if you fail to attend an appointment or cancel with less than 24 hours' notice.

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

From time to time we may ask you to complete a Medical History Questionnaire to assist in our diagnosis and treatment. This information is confidential.

Always follow the dental advice given to you to help you look after your teeth and to prevent tooth decay and gum disease.

ABUSIVE OR VIOLENT BEHAVIOUR

If a patient is abusive or violent to any member of staff, contractor, or persons present on the Practice premises, treatment will be terminated, and where relevant, the Police and/or NHS England will be informed.

CONFIDENTIALITY

Strict confidentiality of patients' records and information is maintained at all times.

Only the Dental team have access to patient information. Patients' records will not be passed onto any third parties without the patient's express permission.

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 "Suggestions & Comments" form / Patient Survey, and placing this in the confidential Patient Surveys & Feedback post box in the Waiting room.