

West Kensington NHS Dental Care
195 North End Rd
W14 9NL
Tel.: 02073811922 02073815432
Fax: 02073812266
www.nhsdentalpractice.co.uk

*Welcome to our practice,
Information for patients*

We are a well established family practice and proud of the service that we offer our patients. This leaflet tells you about our practice and the service that we provide. Should you have any further questions, please do not hesitate to contact us.

Our dental team

- Principal Dentist: Mr Ray Jack-Kee BDS (1987)
- Practice Manager: Ms Joanna Walesiak
- Head Receptionist: Mrs Amina Basheer

Dentists

- Mr Adam Yamey BDS (1982)
- Ms Mamak Moghaddam BDS (1997)
- Ms Xiaoli Du IQE (2008)
- Mr Mital Patel BDS (2002)
- Ms Yasmine Oubraim Tandläkare Umeå (2005)

Dental hygienist

- Salma Dhanji (2006)

Opening hours

The practice is open during the following hours:

Monday	8.30am – 5.30pm
Tuesday	8.30am – 7.30pm
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 5.00pm

We close for lunch every day 1.00pm to 2.00pm

To make an appointment, please telephone 02073811922 / 02073815432.

Dental care and treatment at the practice

We do our best to ensure your dental care meets your individual needs, and will discuss the proposed treatment plan and available treatment options with you, giving you the time to ask questions and consider the alternatives.

We provide the full range of NHS treatment (except orthodontics and sedation) to ALL members of the public whether they are working or non-working (i.e. exempt patients). We also provide private treatments, including cosmetic dentistry to improve your smile. Your dentist will be happy to provide further information on our full range of services

Each surgery is equipped with technology to help us diagnose when treatment is required and we will explain the treatment options to you. We may suggest a referral to a particular specialist, if this is appropriate – for example orthodontic treatment, complex root fillings and implants

Emergency care

Should you have a dental emergency outside the normal practice hours, please telephone either NHS Direct on 08454647 (www.nhsdirect.nhs.uk) or the North West Dental Triage Line on 02034021312. During practice hours, we endeavour to see any patient who has a dental emergency. You may not see your usual dentist but we will aim to deal with the immediate problem.

Missed appointments

If you are not able to keep your appointment please give us at least 24 hours notice. Failing appointments waste NHS time, which could have been used for other patients. If patients fail appointments the dentist may withdraw treatment.

Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of our practice confidentiality policy, please contact Practice Manager.

Payments

We offer patients a range of payment options, NHS and private, depending on their needs. You may pay for your dental care by cash or debit/credit card (we accept all major cards except American Express). We try to make payments as straightforward as possible. Our normal policy is that patients are asked to pay a proportion each visit.

Comments about our service

We hope that you are entirely satisfied with your dental care and would be happy to recommend our services to others. If not, please let us know about it so we can rectify the cause for dissatisfaction and improve our service. From time to time we ask patients to fill "Patient Satisfaction Survey" to keep us informed but you are always welcome to leave comments with the Receptionist or Practice Manager.

You can read a copy of the practice complaints procedure in the reception or you can talk to the Practice Manager who will explain the procedure in detail and deal with any concerns you might have.

Other information

Disabled access – Our treatment areas are accessible to patients with disabilities, however we do not have a disabled toilet. 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 you needs.

We ask that you treat our Staff with respect you expect from us. Harassment of our dental team will not be tolerated. Action will be taken against patients who harass the dental team. You will have to seek dental treatment elsewhere. Harassment includes violence or abuse including offensive language.

Should you wish to contact the Primary Care Trust or get information about local NHS dental services, the details are as follows:

Hammersmith and Fulham PCT
15 Marylebone Rd
NW1 5JD London
02071508000

www.northwestlondon.nhs.uk/hammersmith-fulham