

Welcome to

# Borrowash Dental Centre



01332 661944

[contact@borrowashdental.co.uk](mailto:contact@borrowashdental.co.uk)

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

23 Victoria Avenue  
Borrowash  
Derby  
DE72 3HE



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## **PRACTICE INFORMATION LEAFLET**

Situated in the heart of Borrowash, we are a friendly practice offering quality private and NHS treatment to both adults and children which will help you maintain your oral health. We aim to give our patients the best possible care whilst offering an extensive range of procedures and treatment to help our patients achieve the highest standards of dental health. If you are a patient or a prospective patient, we hope this leaflet will inform you of how our surgery works throughout your stay.

The practice owner and staff at Borrowash Dental Centre provide the highest possible level of care to patients. As such, we are committed to achieving and maintaining full compliance with the requirements of the Health and Social Care Act 2008 and the Care Quality Commission Regulations.

## **Borrowash Dental Acceptance Policy**

On 1<sup>st</sup> April 2006, the government changed the way NHS dentistry in England and Wales is provided. It also introduced new charges that NHS patients will have to pay for their treatment. At this practice, we decided to continue to provide NHS care under the new terms but some changes to the way we used to work were made. The NHS now asks us for a fixed, limited amount of NHS care and so we must allocate our time accordingly. This fixed amount of funding means that we are only able to offer NHS care and treatment to both adult and child patients who have received dental care from this practice within the last 15 months. Patients who failed appointments or had account outstanding will be an exception to this rule. New patients may be seen on the NHS if further funding is available, or if capacity allows. Once our annual NHS capacity has been reached, we will only be able to accept new patients on a private basis. For those patients that want no limits to choose, they may wish to be seen on a private basis at the practice or they may wish to join our membership scheme.

## **Registered Provider and Registration Details**

Our registration details with the Care Quality Commission are as follows: The service provider is Anil Kumar Chand.

The person registered with the CQC as being in day to day charge of Borrowash Dental Centre is Anil Kumar Chand.

## Our services

We offer our NHS patients everything the state system permits.

For those that want no limits to choose and longer appointment times, we also offer private treatment.

Patients can visit us on a 'pay-as-you-go' basis or we have a practice membership scheme, which has many great benefits to joining.

### **GENERAL DENTISTRY INCLUDES**

- Dental Examination
- Hygiene Services
- Emergency Care
- Nervous Patients
- Fillings
- Root fillings
- Inlays and Onlays
- Extractions
- Crowns and Bridges
- Mouth guards
- Dentures
- Periodontal (gum treatment)

### **PRIVATE DENTAL CARE**

We appreciate that everyone is different, and some people prefer the wide range of treatment options and convenience of private care.

Our private care ensures you are seen by the dentist you choose at a time to suit you. Appointment times are longer too, and that extra time allows you to really build a strong rapport with your dentist.

### **PRACTICE MEMBERSHIP SCHEME**

Our membership scheme makes private dental care more affordable, spreading the cost with monthly direct debits. It encourages regular attendance, enabling us to spot problems before they arise and results in helping you maintain healthy teeth and gums for life.

Joining is simple- just speak to one of our team, who will be more than happy to help you complete the simple application form.

You can learn more about the membership by visiting our website.

### **TEETH WHITENING**

Teeth whitening can be a very effective way of lightening the natural colour of your teeth.

Why choose teeth whitening?

- Your teeth will naturally darken with age.
- The effects of teeth whitening can last for several years.
- The procedure is entirely safe for you, your teeth, and your gums.
- Whitening toothpaste doesn't contain the same ingredients that our procedures use – so they can't restore the natural colour of your teeth.

### **INVISALIGN**

Invisalign teeth aligners are not just more discrete than traditional metal braces. They're also more comfortable, more hygienic and less disruptive. You don't need to change your eating habits and your speech is not affected.

You can learn more about Invisalign treatment by visiting our website.

### **0% FINANCE AVAILABLE**

Are you thinking of having Invisalign or teeth whitening, but worried about the cost of treatment? If you apply for an interest-free loan you could have the dental treatment of your choice and spread the cost over an agreed term that works for your finances.

You can learn more about our 0% finance by visiting our website.

Home visits are not available for people that are not able to attend the practice.

Referrals are made to specialists whenever the need arises.

All the necessary precautions are taken to safeguard both patients and staff against all blood borne diseases in accordance with recommended guidelines.

## **Our Staff**

### **Dr Anil Kumar Chand**

The Principal Dentist, Anil Kumar Chand, studied at The University of Birmingham and gained his Bachelor of Dental Surgery (BDS) in 1995.

Soon after qualifying, he carried out voluntary dentistry in Bia Mare, North-East Romania, treating orphans before spending one year as 'Senior House Officer' in Oral and Maxillofacial Surgery at the Queen Elizabeth Hospital in King's Lynn.

He worked in Nottingham as an Associate prior to taking over as Principal Dentist at Borrowash Dental Centre in 2002.

Anil has attained the MJDFRCSEng (Membership of the Joint Dental Faculties at the Royal College of Surgeons of England), in addition to the MFDSRCSEdin (Membership of the Faculty of Dental Surgery at the Royal College of Surgeons of Edinburgh). He has achieved an MSc in Implant Dentistry from the University of Warwick.

Anil has also been awarded a PGDip Clin Ed (Postgraduate Diploma in Clinical Education) from Sheffield Hallam University.

### **Dr Navjot Sanghera**

Dr Navjot Sanghera is a dentist here at Borrowash Dental Centre.

Navjot studied at the University of London gaining her Bachelor of Dental Surgery (BDS).

### **Clare Lawrence**

Dental Nurse

### **Haider Syed**

Receptionist

### **Aliya Attwood**

Trainee Dental Nurse

### **Amy Thompson**

Trainee Dental Nurse

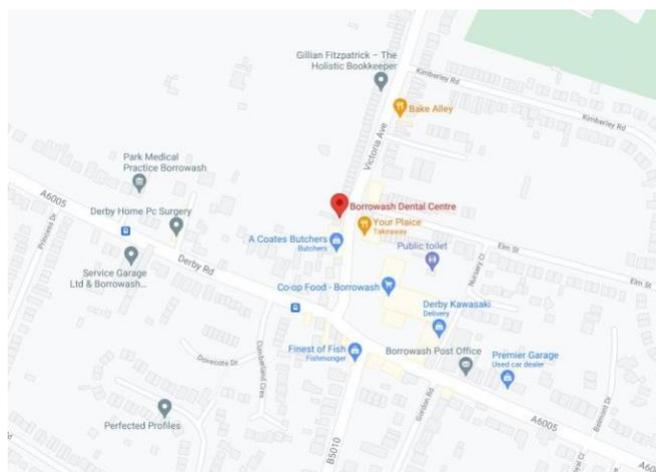
## Surgery Hours

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	8:30am – 5pm
Saturday	Closed
Sunday	Closed

**The practice is closed on public holidays.**

## Where can you find us

The practice is situated on Victoria Avenue in Borrowash, opposite the main shopping precinct. We are easily accessible from the A52.



We do not have a car park, however there is limited parking available on the street outside the practice.

There are regular buses that stop outside Borrowash post office and opticians, which both are only a short walk away from the practice.

### **Emergencies (during practice hours)**

If you have a dental emergency please try and contact us as early as possible during normal surgery hours, then we will have the best chance of trying to get you in as soon as we can for an emergency appointment.

### **Emergencies (out of hours)**

If you have an emergency outside of surgery hours, please call the practice on 01332 661944 and there will be a message on the answering machine which will be able to direct you further.

### **Facilities for patients with disabilities**

Within the surgery, assistance with movement will be provided (e.g. when transferring from a chair to the dental couch) but staff are not permitted to lift patients. Patients requiring more assistance are welcome to bring someone with them to help assist moving them.

For patients with learning disabilities, every effort is made to enable effective communication. However, it is recognized that staff do not always have the specialist skills required to deal with all types of disability. In some cases, the patient may be asked to be accompanied during their consultation by a chaperone who can assist with communication (for example by sign language). In all cases, we need to be sure that we have obtained informed consent before proceeding with treatment or an examination.

### **Racial and Gender Discrimination**

Borrowash Dental Centre is committed to avoiding discrimination of any kind, including on the grounds of race, ethnic origin, nationality, religion, culture, language, skin colour, sex (physical characteristics at birth), gender (self-identify), sexual orientation or age.

### **Facilities for children at Borrowash Dental Centre**

As dental professionals we have a responsibility to ensure the safety of any child who visits the surgery. If we suspect that any child attending the practice, for any reason, has been harmed or is at risk of harm, we will report our concerns to the local safeguarding body for further investigation.

## **Protecting the Privacy and Dignity of Patients**

Borrowash Dental Centre is committed to protecting your privacy, dignity and confidentiality always. Some of the specific measures in place to ensure this are:

- Consultations and treatments are always conducted in a private treatment room.
- You may be chaperoned during any consultation or treatment if you wish.
- We will always obtain your consent before any examination or treatment.
- You have the right to accept or refuse treatment.
- We will provide you with written information on our treatments so that you fully understand the procedures we undertake.
- Your records will be stored securely in accordance with the Data Protection Act 1998.

## **First Visit at the Practice:**

On your first visit at our practice, you will be expected to fill in and update any forms required, which our team can help with, and will then have your initial consultation with the dentist. Afterwards, you will be able to make a recall appointment for the appropriate time scale at reception before paying for any treatment, if necessary.

## **Appointments:**

Appointments can be made over the telephone or in practice at reception. If you cannot attend an existing appointment, please let us know as soon as possible, as someone else may appreciate having the appointment time that was allocated to you. Late cancellations and numerous failures to attend could affect your access to your NHS dental care here at our practice. For private appointments, please note there is a charge of £10 if given less than 24 hours' notice to cancel your appointment or you fail to attend.

## **Reminders:**

We send appointment reminders via e-mail the day before your appointment. On this e-mail we may request you to complete some forms prior to your arrival at the practice, for example updating your medical history. If you do not have an e-mail address, our reception team is able to call you the day before to remind you of your appointment.

## **Payments:**

Here at Borrowash Dental Centre we take cash, most cards and cheque as payments for your treatments. A copy of our current price list is available at reception or on our website. Our normal policy is that patients are asked to pay a proportion at each visit, to ensure that the total treatment cost has been paid in full on the day of completion of the treatment. We also offer an interest-free finance option that can be paid by a monthly direct debit. Our range of finance facilities cover any treatment which costs over £350 and up to a maximum of £50,000.

### **Patient Confidentiality:**

Patient confidentiality is very important to us here at Borrowash, and all your personal information is treated seriously. Only authorised members of staff have access to patient information and notes, which are also kept under the GDPR regulations 2020.

### **Accessing your records:**

Under the Data Protection Act 1998, you have a right to access the records that we hold about you and your treatment. If you require copies of your records that you wish to take away with you, this can be arranged.

### **Infection Control Policy:**

Our team at the practice take infection control very seriously, and we have many systems and resources to ensure that we are preventing infection and following the standards. All our treatment rooms are designed to ensure that contamination risks are minimised. Likewise, all our instrumentation is cleaned and sterilised to industry standards, and staff regularly attend training in infection control, to ensure that you are safe when attending treatment.

### **Quality Assurance at the Practice:**

We take our responsibilities as dental professionals very seriously, and all members of staff are qualified and trained in the performance of their duties. Staff training is reviewed annually, and we actively encourage all staff to continually update their knowledge and skills to ensure that we can provide you with the most up-to-date advances in dental health and oral hygiene.

### **Zero Tolerance:**

The practice operates Zero Tolerance Policy towards rude, abusive and/or aggressive behaviour from patients towards any member of our team. Where such behaviour is observed, we obtain the right to withdraw from treating the patient leading to the patient not being able to return to the practice for their dental care meaning they would have to seek new dental care arrangements elsewhere.

### **Standard Form of Contract:**

As the patient, you have the right to accept or refuse any treatment offered. We will only proceed with treatment after a prior consultation between yourself and the practitioner. The dentist may give you some information to take away if the treatment is complex or for you to make an informed decision on whether to go ahead with the procedure. We will always obtain your verbal consent before starting any treatment, and a treatment plan will be agreed as a standard form of contract which you will be asked to sign. Despite this being a contract, you have the right to change your mind at any time.

### **Resuscitation Policy:**

In the unlikely event of a cardiac arrest or other medical emergency, staff of Borrowash Dental Centre will immediately request assistance from the Emergency Services by dialing 999 and undertake resuscitation to the full extent of their abilities until the emergency services arrive at the practice.

### **Feedback Procedure:**

We welcome your thoughts on how we can improve our services at the practice, to ensure we meet the needs of every patient. We have a suggestion box in our waiting room, and you can also complete a 'Friends and Family Test' on our website, following your experience at the practice. You may also wish to leave us a review on Google or Facebook.

### **Complaints Procedure:**

If you are unhappy about any aspect of your care here at the practice, we will take your complaint very seriously and will support any patient who wishes to do so, in order fully resolve the matter. Our complaints policy is as follows:

- If you wish to lodge a complaint, Anil Kumar Chand will be informed and will further deal with matter. If the complaint is made in person, you will be taken to a private area in the practice to be given the time to be listened to in full.
- If the complaint is not from the patient, written consent must be provided by the patient on whose behalf the complaint is being lodged.
- If the complaint is made in writing, this will be recorded and the patient will be invited to lodge an official complaint, laying out in detail the circumstances.

**If after our complaints procedure you remain unhappy, the complaint may be referred to the following:**

- NHS Nottinghamshire and Derbyshire County, NHS England, Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, NG21 0HJ Tel: 01138 255482
- The Customer Contact Centre. NHS England, PO Box 16738, Redditch, B97 9PT Tel: 0300 311 2233
- The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP Tel: 0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS Treatment.
- Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon CR9 2ER Tel: 08456 120540 email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk) website: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)
- General Dental Council, 37 Wimpole Street, London W1M 8DQ (The Dental Registration body)
- The Care Quality Commission, CQC East Midlands, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA Tel: 03000 616161

## **Question and Comments**

If you have any questions, comments or views about the information printed in this leaflet, please speak to a member of the team. The information contained in this leaflet is reviewed at least once a year and we consider all suggestions when we update our documentation.

**Date last updated:** 07/02/22