

Practice Policies

Patient Confidentiality at our Practice is taken seriously and all Information about our Patients is treated with the strictest confidence.

Our Practice has strict Clinical Governance Policies in place which are regularly reviewed. These policies ensure quality service of the highest standards.

We have a Complaints Procedure Policy in place.

We are regulated by the General Dental Council and the Care Quality Commission. We fully comply with all the required outcomes to ensure we meet the quality and standards required to care for our patients.

We are committed to ongoing education and evidence based dentistry.

Sterility, Health and Safety

We fully comply with the Department of Health's HTM 01-05 to ensure health and safety for our patients. We use state of the art vacuum auto claves and disposable items where possible.

Payment for Treatments

You will be provided with an estimate for the course of treatment recommended by your dentist.

In order for us to provide you with the highest standard of care, patients are expected to pay for treatment charges incurred at each visit to the surgery.

Our Practice offers treatment on a Private basis.

We offer finance for more extensive treatments through an independent finance company. This is subject to approval through credit checks.

Payment is accepted by:

Visa Debit/Mastercard Credit Cards/BACS/Cash



Emergency Treatments

Our practice offers an out of hours emergency service for all our registered patients. Please note that we charge a fee for this service.

The contact number is 07979 090505

Missed Appointments

If you are not able to keep your appointment please give us at least 24 hours notice.

Charges will be made to patients who fail to cancel or miss their appointments.

Practice Opening Hours

Monday–Thursday 8.15am–5.00pm

Friday 8.15am–4.30pm

Designated Saturdays 9.00am–1.00pm

Parking and Easy Access

We have 12 on-site parking bays for your convenience during your dental appointment. We also offer disabled facilities with wheelchair access from the rear of the building.

HELLESDON Dental Care

153 Middletons Lane, Hellesdon, Norwich, NR6 5SF

T: 01603 419333 F: 01603 419344

E: h.dentalcare@btinternet.com



Hellesdon Dental Care

Patient Information Leaflet

01603 419333



Visit our website at www.hellesdondentalcare.co.uk

...CREATING BEAUTIFUL SMILES

Meet The Team

We are an established, highly experienced, friendly professional team. We are enthusiastic, sympathetic, caring and will promptly deal with your concerns and needs. We provide high quality modern dentistry, performed efficiently and as gently as possible in our state of the art equipped practice.

The Dental Surgeons:

Dr. Chris Lefkaditis BChD Hons 1995 BSc Dent PGDipDent Hons 2000

Principle and founder of the practice and heads the team. Approved Mentor for the ADI and ITI implant associations. Clinical Lead Implants and Sedation Dentistry

Dr. Dries Fourie BChD 1974

Highly experienced General Dental Practitioner with a special interest in cosmetic orthodontics and endodontics.

Dr Carlos Duarte BDS 2006

Highly experienced General Dental Practitioner with a special interest in digital dentistry , cosmetic dentistry & orthodontics and endodontics.

Our Hygienists:

Our practice offers the services of our hygienists who help maintain your oral health by education and regular care.

Emma Warner and Stine Gommesen

Our Nurses:

Gilly Knight, Carla Springall, Sophie Palmer, Jessica Morelli and Rosie Bush are fully qualified and experienced Dental Nurses.

Our nurses are an integral part of our team who ensure your comfort and help our dentists provide you with quality dentistry.

Reception:

Our reception team **Samantha Robinson and Brianne Kegy** will always make you feel welcome and can assist you with administrative matters and any queries that you may have.

Practice Manager:

Our Practice Manager **Georgette Lefkaditis** ensures and maintains efficiency. She implements and oversees all protocols (e.g health and safety, cross infection control, quality assurance).

Quality Assurance

We have been an approved **British Dental Association Good Practice (BDA)** since 2006. This means that every member of our team has made a personal commitment to quality dentistry. This includes both patient care and service, as well as protocols incorporated in our working methods and day to day running of our practice.

Dental Treatments

We offer an extensive range of treatments and have undertaken a commitment to always maintain the highest levels of training and the most up-to-date equipment as possible. **We welcome all NEW patients and their families We take great pride in our Cosmetic Dentistry and Smile Makeovers utilising the following treatments:**

- ▶ **IMPLANTS and Dental Reconstructions**
- ▶ **CEREC - CAD/CAM Dentistry**
- ▶ **Veneers, Crowns and Bridgework (one visit)**
- ▶ **Sedation for Nervous Patients**
- ▶ **Teeth Whitening**
- ▶ **Cosmetic Fillings/Mercury-free Fillings**
- ▶ **Oral Hygiene/Periodontal Therapy**
- ▶ **Partial and Full Dentures**
- ▶ **Oral Cancer Screening**
- ▶ **Occlusion and TMJ Treatment**
- ▶ **Orthodontics Adults & Children Fast Braces (Invisible Braces)**

Please ask one of our staff for further information and literature on the above treatments or visit our website at www.hellesdondentalcare.co.uk

On-site Dental shop

Come in and see our competitively priced range of dental aids and products.

Dental Implants

Our team is highly experienced in dental reconstruction for patients who are either having problems wearing dentures, have one or more (or all) missing teeth and do not wish to wear a denture or damage healthy teeth to have a bridge.

This treatment is highly skilled and tends to be the most permanent restorative option in dentistry today, Due to the components and nature of treatments, implant treatments can be expensive but the benefits of implant treatments far outweigh other conventional options available with dental treatment alternatives.

Please ask at our reception for further information if you are interested in dental implants.

Referrals - Sedation, Implants and Oral Surgery

We accept referrals from dentists throughout Norfolk and Suffolk for any oral surgery requirements. These procedures can be done under sedation to ensure a comfortable experience. We also provide routine dentistry under IV sedation to ensure an anxiety free experience.

Cosmetic Orthodontics

We use modern cosmetic orthodontic treatments to straighten your teeth and improve your smile.

New Patients

We take great pride in the quality of our dentistry and want to make your visit to us a pleasant experience. We will respond and listen to your concerns and work with you to reach a desirable solution from a selection of options. We will explain your treatment and provide you with a written estimate clearly stating the associated costs. Our team will encourage you to maintain your oral health maintenance checks and hygienist care will ensure you maintain a healthy mouth and confident smile. We aim to ensure you remain dentally healthy and confident.

Visit our website at
www.hellesdondentalcare.co.uk