

## COMPLAINTS /COMMENTS PROCEDURE

Details of the Practice Policy for handling Patient Complaints is on display in the waiting area, a copy of which can be provided upon request. Patients can also gain support and advice from the local Patient Advice and Liaison Service (PALS) Freephone 0800 3892283 Contact name: Anita Millar or telephone : 01279 694724 Email: PALS@westessexnhs.uk

Should there be anything at all that you are not sure about and would like advice, please do not hesitate to ask any member of staff. If you have any issues you are not happy with, we are always willing to discuss them with you.

## HEALTH & SAFETY

We follow all the guidelines laid down by the General Dental Council and the Care Quality Commission regarding Health and Safety and wish to reassure our patients that all necessary precautions are being taken in this practice to safeguard both patients and staff.

## OTHER USEFUL ADDRESSES:

### WEST ESSEX CLINICAL COMMISSIONING GROUP

St Margaret's Hospital  
Spencer Close (Building 3)  
The Plain,  
Epping  
CM16 6TN  
Tel: 01992 566140 Email: [enquiries@westessexpct.nhs.uk](mailto:enquiries@westessexpct.nhs.uk)

*In our practice tooth whitening and stain removal treatments are available. We also provide a variety of Sport guards (for contact sports) and occlusal night splints to ease tooth grinding. Private periodontal treatment for gum/supporting bone disease is also available. We will be pleased to explain all the options and costs should you be interested.*

## CANCELLATIONS

If you are unable to keep your appointment, please let us know as soon as possible so that we can use the appointment for another patient on our waiting list. If you miss an appointment or give less than twenty four hours' notice of a cancellation, we may not be able to complete your treatment, and you may not be entitled to NHS care in the future.

*"Please read relevant policies which can be found on our website [www.bcdp.co.uk](http://www.bcdp.co.uk)"*

## ONLINE APPOINTMENT MANAGEMENT

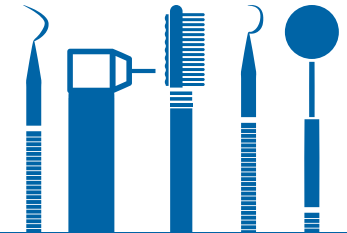
*Available treatments:*

- ◆ Digital impressions
- ◆ CBCT scanning
- ◆ Computer-guided implant surgery
- ◆ Zygomatic implants
- ◆ Ceramic implants



Barbara Castle Dental

01279 246 816  
[info@barbaracastledental.co.uk](mailto:info@barbaracastledental.co.uk)



### Opening Hours:

Mon - Fri 9am-5pm (Closed at lunch 12.30pm-1.30pm)

### Languages spoken:

English, German, Spanish, Hungarian, Yoruba

### The Dentists:

**Dr Irene Amrore** (Principal Dentist) GDC 78671

**Dr Georg Schnellinger** (Associate Dentist) GDC 84395

**Dr Denise Walters-Payne** (Associate Dentist) GDC 176443

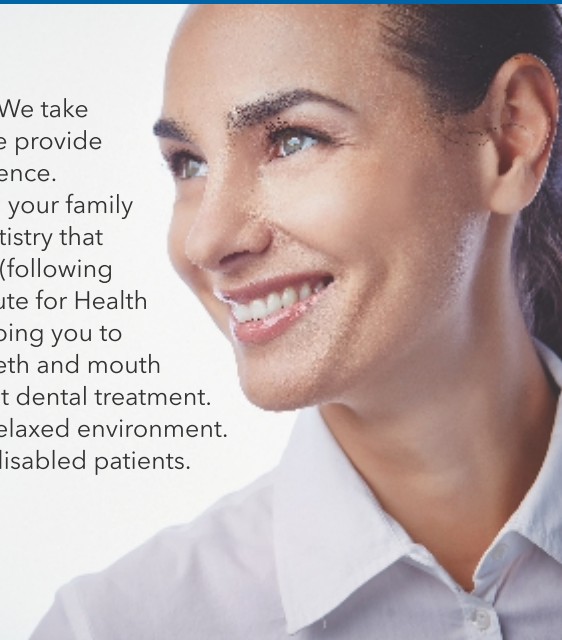
**Dr Shashi Limbu** (Associate Dentist) GDC 226120

*Fully registered with the General Dental Council  
and the Care Quality Commission*

## WELCOME TO OUR PRACTICE

You are most welcome to our practice; We take great pride in the quality of dentistry we provide and hope your visit is a pleasant experience. Our aim is good oral health for you and your family through restorative and preventive dentistry that means providing regular dental advice (following guidelines issued by the National Institute for Health and Clinical Excellence (NICE), and helping you to understand how to take care of your teeth and mouth in order to reduce the need for constant dental treatment. We always try to provide a caring and relaxed environment. There is suitable wheelchair access for disabled patients.

Coming soon / **Denplan**



## YOUR TREATMENT

We are a mixed practice presently offering both NHS and private treatment.

Dr Irene is a general dental practitioner. She has a special interest in Implant Dentistry offering zygomatic and ceramic implants.

Dr Georg is a general dental practitioner. He has special interest in Paediatric Dentistry and he is keen on working with nervous patients.

Dr Denise is a general dental practitioner. Her special interest is in implant dentistry and short-term orthodontics.

Dr Shashi is a general dental practitioner. Her special interest is in implant dentistry.

## APPOINTMENTS

You can make appointments by telephone or calling into the practice. You will find our regular opening hours detailed above. If you ask for an appointment, we will try to offer you one as soon as possible at a convenient time within the hours we have set aside for NHS patients.

The NHS asks us to provide a fixed, limited amount of NHS care each year and we will allocate our time and NHS budget to meet that capacity accordingly. Patients may choose which dentist they would like to see at the practice, and where possible we will do our best to arrange this within the scope of the individual dentist's available NHS capacity.

---

## NHS PATIENT CHARGES

From 1st April each year, Government NHS patient charges are subject to change. If you normally pay for your NHS dental treatment, the three standard charge bands remain. The amount you pay will depend on the treatment you need to keep your teeth and gums healthy. The bands are:

**BAND 1:** will include an examination, diagnosis, and preventive care. If necessary, this will include x-rays, scale and polish, and planning for further treatment. Urgent treatment such as examination, x-rays, dressings, recementing crowns are also included in this Band

**BAND 2:** includes all necessary treatment covered by the Band 1 charge PLUS additional treatment such as fillings, root canal treatment or extractions.

**BAND 3:** includes all necessary treatment covered by the Band 1 and Band 2 PLUS more complex procedures such as dentures, crowns or bridges. NHS paying patients may pay their treatment charges by cash, cheque, debit or credit card. All patient charges must be paid for before beginning treatment.

NHS dental care is still free to children under 18, or under 19 in full-time education, as well as pregnant women and nursing mothers who have had a baby in the 12 months before treatment starts, and people on certain state benefits. Patients deemed exempt from NHS dental charges will be asked to provide proof of entitlement before entering the surgery. If evidence cannot be provided, we may be unable to honour the appointment.

## IN EMERGENCY

Whenever possible contact us about emergencies during surgery hours on 01279418900. In the event of a dental emergency at weekends and Bank Holidays only please call NHS 111.

## PATIENT CONFIDENTIALITY

The Practice is registered under the Data Protection Act 1998 and the Freedom of Information Act 2000.

## PATIENT MISCONDUCT

Patients behaving in a violent or abusive manner toward the Dental Practitioner, the dental staff or to any person(s) on the practice premises or within the dental surgery where treatment is provided will be requested to **leave the premises immediately and any future NHS appointments or treatment will be REFUSED.**