



### Appointment Times:



Mon	9.00 - 5.00	Closed 1- 2
Tues	10.00 - 5.00	Closed 1- 2
Wed	8.30 - 4.30	Closed 12.30 - 1.30
Thu	8.30 - 4.30	Closed 12.30 - 1.30
Fri	8.30 - 3.45	Closed 12.30 - 1.00

### Our Mission Statement:

“Our aim is to deliver the highest standard of care in a comfortable and friendly environment”.

<p><b>NHS Commissioning</b> (In the past was your local Primary Care Trust - PCT)</p> <p>St Chads Court 213 Hagley Road Edgbaston Birmingham B16 9RG</p> <p>Tel: 0121 695 2222</p>	<p><b>To contact Care Quality Commission (C.Q.C.)</b></p> <p>CQC National Customer Service Centre Citygate Gallowgate Newcastle - upon - Tyne NE1 4PA</p> <p>Tel: 03000 616161 Email:enquiries@cqc.org.uk</p>
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Information checked/amended: 27/9/2022

# CASTLE DENTAL CARE

we'll take care of you



## Welcome to our Practice

First Floor  
Tangmere Square  
Castle Vale  
Birmingham  
B35 6DL  
Tel: 0121 747 6539

Website: [www.castledentalcare.org.uk](http://www.castledentalcare.org.uk)

BDA Good Practice  
Member

## PATIENT PAYMENT POLICY

Castle Dental Care is committed to providing a high standard of treatment and service to its patients. To achieve this goal it is important that the treatment fees are collected efficiently.

All patients are provided with a treatment plan/estimate for band 2 or above and private treatments before the work commences which has details of the terms and the fees payable for treatment.

### **We offer patients a range of payment methods:**

Apple pay, most credit/debit cards (We **do not** except cheques, credit card cheques or American Express).

To avoid unnecessary costs or inefficiency fees are collected before each treatment plan has been completed, with the fees payable as treatment progresses, with the full balance due before the final appointment.

**N.H.S.** We try to make payment as straightforward as possible. Our normal policy is that patients are asked to pay £26.80 when they arrive on their first visit. Then if treatment is required before they leave a further £46.60 is taken (or total cost if less than £73.20) If we are carrying out any work which involves lab costs (i.e. dentures/crowns) you will be asked to pay the balance before your last appointment.

At present we do not run any private dental care schemes but we do offer a range of private and cosmetic treatments. These alternative options can be discussed with your dentist or our reception team.

Any private/cosmetic work is to be paid for in advance or before you go into the surgery on the day of your treatment.

In the eventuality that fees are outstanding at the end of the treatment plan, the balance is collected at the last visit of the course of treatment.

If there are outstanding fees after the last visit, the practice will write to or telephone the patient to request the payment. Reasonable steps will be taken to collect outstanding fees before a third party agent is instructed or legal action is instigated.

## Welcome to our Practice

Thank you for choosing Castle Dental Care as your dental practice. This leaflet is here to tell you about our practice. Should you have any further questions, please do not hesitate to speak to one of our reception staff on **0121 747 6539** who will be able to assist you.

The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, that are involved in decisions about your care.

We provide the full range of NHS treatment to all members of the public. We also provide treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services please speak to your dentist or see our **Private options leaflet**. Available at reception.

For more information on all NHS and private treatment available, see our website.

If the patient has a complaint about the treatment provided, this is taken very seriously and will be fully taken into account.

## Out of hours Emergency Appointments

Patients who have a dental emergency when the practice is not open, should contact the following number: **111 (NHS Service)**

## Emergency Appointments

We run an open access emergency clinic each morning subject to capacity. For appointments please contact the practice.

## Patient Complaints

We try to provide the highest standard of care at all times. If you have any concerns about the service you have received please raise this with a member of staff and we will be able to provide you with a copy of our complaints procedure; alternatively you may also contact:

### NHS England

Tel: 0300 311 2233

PO Box 16738  
Redditch  
Worcester  
B97 9PT

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

## Child protection

We take child protection seriously and will respond to concerns about the welfare of children.

## On Your First Visit:

Please bring with you your Doctors details, list of current medications if applicable, Your NHS number (A ten digit number which is found on your medical card), Proof of exemption from charges if this applies to you or £65.20 to cover any dental charges on your first visit.

## At the end of treatment:

You will be asked to call at reception to discuss your recall appointment, your name will be put onto our recall system and you will be recalled at an interval determined by your dentist.

## Our Team

### Principal Dentists



Dr. Camila Pema Dhaya  
B.Sc. B.D.S. M.J.D.F.  
R.C.S (Eng) (S.Africa 1996)  
PG (Cert) Med Ed  
Educational Supervisor  
GDC no: 75622



Dr. Jatinder Kaur B.D.S. (Hons)  
M.J.D.F. R.C.S. (Eng)  
(Birm) 2006  
Educational Supervisor  
GDC no: 103079

### Dentists

B.D.S

Sedationist.  
(Cardiff )1999

Dr Aneesha Moosa  
B.D.S (Birm)

B.D.S ( Sheff)  
GDC No:261873



Emma Castellino



Dr.

Dr



Gurpreet Panesar

Dr  
Ruska Pavola  
Mitova- B.D.S (Sofia)  
G.D.C:157181

Dr Kunal Kumar  
Agarwal  
B.D.S (Liverpool)

Khan  
B.D.S (Birm)  
G.D.C:310669

B.D.S (Queen  
Belfast)  
G.D.C:30929

Dental Hygienist/Therapist  
Dr Usama Asad

Dr Nikita

Sonvane

GDC No: 75977

GCD No: 251652



Dr Nayyar Sultana  
B.D.S Royal college of  
surgeons England 2015  
MFDS 2018  
RCS 2018  
GDC: 256648

Dr Sarah Franks  
B.D.S (Birm) 2014  
Orthodontic  
provider  
GDC: 251960

Dr Adil Mutaza  
BDS Pakistan 2003  
MFDS Oct 2009  
RCS Edinburgh 2009  
RCS England 2012  
LDS RCS England 2012  
FFD Oral surgery & Oral medicine 2014  
GDC:223233

**Partners / Contract holders C. Pema Dhaya & J Kaur**

Holly Pickering  
BSC Dental hygiene &  
Therapy  
(Birm) 2021  
GDC: 297225

Rianna Patel  
Dental hygiene & Dental  
Therapy  
(Birm)2023  
GDC:310303

Julie McNulty  
Diploma in Dental  
Hygiene (Bristol) 2014  
GDC: 113512

**Our Dentists are supported by  
our committed team:**



**Rebecca Frost**  
Operations Manager GDC:127965

**Rachel Thomas**  
Compliance Manager  
GDC:198762

## Late Arrival and Missed Appointments Policy

At Castle Dental Care we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments. We try to work in a timely fashion and see everyone at their allocated appointment times, but sometimes we may run late due to unforeseen circumstances, such as a dental treatment taking longer than anticipated or seeing emergency patients. We understand that waiting for an appointment can be frustrating and inconvenient. Where possible, we will let you know if the dentist is running behind. We appreciate your patience and will endeavour to see you on time.

We would appreciate if all our patients arrived on time for their scheduled appointments to avoid other patients being inconvenienced, we do understand that sometimes unexpected situations may delay you. However, it may not be possible to see you if you arrive late. If you continually arrive late for NHS appointments we may have to consider whether we are still able to provide you with NHS treatment. If you arrive late for a private appointment and we are unable to see you, there will still be a charge for the appointment. We are a busy practice and have a large number of patients who would like to be seen here. Missed appointments waste valuable surgery time that could be used by others.

Please give the practice at least 24 hours notice if you are unable to keep your appointment.

**If you are currently in the midst of treatment:-**

**1st Missed Appointment - You will receive a warning.**

**2nd Missed Appointment -**

**You will no longer be entitled to N.H.S. treatment at this practice and will receive a letter to this effect.**

If two NHS appointments are missed outside a course of treatment we will consider whether we are still able to treat you as an NHS patient of the practice.

**Private Appointments -**

**All Private missed appointments will incur a charge at a rate of £1 for every minute missed**

## Patient confidentiality

We take patient confidentiality extremely seriously at Castle Dental Care and all personal information is treated in the strictest confidence. Only members of staff have access to patient information.

All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. The practice's Data Protection Code of Practice & Information Governance provides the required procedures to ensure that all staff comply with the 1998 Data Protection act. It is a condition of employment the everyone at Castle Dental Care complies with this code of practice. An information leaflet is available from reception

## Other information

You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment.

## Our Practice Shop

During your visit to us you may be invited to buy oral hygiene products to assist in the maintenance of your oral hygiene. Whilst you are under no obligation to buy these products from us, we do aim to offer you a good range of products at a competitive price.



## **Staff Safety**

The staff in this surgery have the right to work in a safe and supportive environment. Harassment of any kind towards staff will not be tolerated.

Violence against our staff is a criminal offence and will result in action being taken against you.

## **About our Practice**

We are a long established family practice on the Castle Vale Estate. At the beginning of the millennium, we moved into this brand new, state of the art premises which was designed by a Dentist turned Architect; he introduced many innovative ideas to create a simple, spacious and uncluttered environment where the Health, Safety and well being of our staff and patients comes first. e.g. our 8 surgeries are clustered around a central sterilising area to achieve the highest standards of cross infection control.

## **Awards**

We are recognised as a Founder member of the British Dental Association's Good Practice Scheme; this involves us regularly auditing all our systems and procedures so that we can identify any potential areas requiring improvement. At the beginning of 2011 we were awarded "Best Practice" by the PCT for our infection control systems and operation. All our Nursing staff are DSA qualified (Dental Surgery Assistant) or in training and our Reception staff hold equivalent qualifications in their area of responsibility. The whole team are committed to continuous education programs, courses and on the job training.

## **Working together with you**

We are committed to providing the highest possible standard of care for our patients; an important part of fulfilling this commitment is ensuring that we work in partnership with you to help us understand your specific needs. To maintain a good standard of oral health, you need to follow the advice your Dentist and Hygienist may give you relating to your treatment. Sedation or Specialist Referral services can be arranged if required.

## **Data Protection**

We do not, under any circumstances, make available any information held about a patient to any third party without the express permission of the patient concerned and we never make our address database available to companies for the purpose of direct marketing.

## **Treatment Plans**

Following a thorough clinical examination, we will describe the treatment we recommend, an estimate of it's cost and any alternative options that may be available to you. Any relevant risks will also be discussed. Where appropriate, we will use photographs and other visual aids to help explain the treatment and will encourage you to ask questions if you are unsure about any procedures. Once your initial treatment is completed, we encourage you to visit your Dentist for regular check ups. You will be notified by post or SMS Text message when your next check-up is due.

## **Cross Infection Control**

Infection control is vital to this practice; this protects the well being of our staff, our families, our technicians and of course our patients. All our staff are immunised against Hepatitis B. At our first Infection control Inspection in January 2011, the practice was awarded "Best Practice" status for meeting all key criteria to the highest standard. Wherever possible, single use materials and instruments are used and disposed of. We have a dedicated sterilisation room with high tech equipment to maintain these high standards. Contaminated areas of the surgery are first cleaned and then thoroughly disinfected between each patient's visit.

## **Paying for your Dental Care**

It is practice policy to ask you for a deposit if

you have to pay for your treatment, thereafter, you will be required to pay on an on-going basis. (this does not apply to those patients who are exempt from payment) The NHS requires patients to provide proof of exemption prior to the start of any treatment. If you are unsure about exemption, please ask when making your appointment. Our reception staff will be able to advise you.



### **Missed Appointments**

Every effort will be made to see you at your appointed time. If, however, you are unable to keep an appointment, we kindly ask that you give us at least 24 hour's notice. Please see our missed appointment information overleaf. As a Team, we respect that your time is precious, in turn we ask you respect ours.

### **Caring for the family**

Good dental care should start as early as possible, that's why we encourage children to visit the Dentist regularly to build their confidence and to be educated in how to look after their teeth and gums. With the right approach, good teeth can last a lifetime.

### **Access to the Practice**

We are situated on the first floor above Lloyds Pharmacy and next to Sainsbury's Superstore. Access to the Practice is via the stairs or lift and there is ample car parking alongside the Practice. We have 8 surgeries serviced by a central sterilising area and a spacious

waiting room with ; we have access to toilets just outside the entrance to the Practice. We endeavour to see all patients and our practice is designed so patients with disabilities can access care. If you do have a 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 your needs.

### **FD Training Practice**

We are very pleased to be a training practice for newly qualified dentists. Dr Camila Pema Dhaya, Dr Jatinder Kaur and Dr Ravinder Jakhu are our Educational Supervisors.