

Mr K. Khehra B.D.S & Associates
Castle Dental Practice
309 City Road
Sheffield
S2 5HJ

Tel: 0114 2721909
Email: enquiries@castle-dental.co.uk

Company Registration Number: 5804160



APPOINTMENT COURTESY

If you have made an appointment which you subsequently find you cannot keep, please give at least 24 hours notice so we can use this appointment for the benefit of another patient.

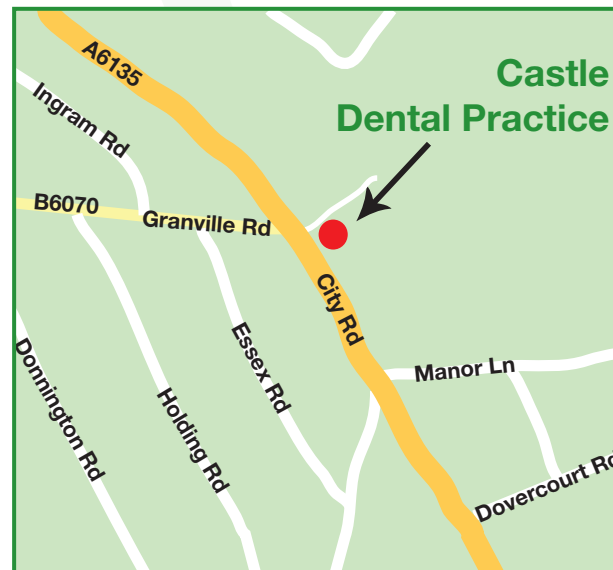
Missing appointments wastes NHS time and resources which are needed for other patients. We reserve the right not to offer further appointments to patients who miss their appointment without notice.

Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours notice or do not attend an appointment, then we will no longer be able to offer NHS treatment.

We will not be able to offer further appointments at the practice to those individuals who do not attend their first appointment.



SURGERY LOCATION MAP




FEEDBACK

We hope that you are entirely satisfied with your experience and would be happy to recommend our service to others.

If your experience does not meet your expectations please let us know about it to help us improve the level of care we provide. In the event that you are dissatisfied with our service, a copy of our complaints policy can be obtained from a member of the reception team. Alternatively, compliments or complaints can be communicated to the Patient Services Team (PST) 0114 2712400.



SURGERY HOURS

Treatment is available by appointment only during the following hours:

Monday	9:00-13:00, 14:00-18:00
Tuesday	9:00-13:00, 14:00-17:30
Wednesday	9:00-13:00, 14:00-17:30
Thursday	9:00-13:00, 14:00-17:30
Friday	9:00-13:00, 13:30-15:45



EMERGENCIES

If you need to be seen urgently please telephone the surgery for advice.

Every effort is made to see patients with urgent problems the same day. If you require an urgent appointment please contact the practice before 9:30am.

Outside of normal surgery hours if you require urgent dental care please telephone 0844 7368440

NHS Direct can be contacted on either 0845 46 47 or www.nhsdirect.nhs.uk



THE PRACTICE

May we extend you a warm welcome to our practice.

We take great pride in the quality of our dentistry and patient care and want to make your visit a pleasant experience.

We aim to provide a friendly personal service to patients of all ages. Your comments and feedback regarding any aspect of our practice are always welcomed and we will be pleased to discuss your individual needs at any time.

This leaflet will provide basic information but if you require any additional information please do not hesitate to ask.



SERVICES

- Preventative dentistry for adults and children
- A full range of N.H.S. treatments
- An extensive choice of private treatment available including white fillings and white crowns on the back teeth, cosmetic dentistry, tooth whitening and veneers.
- Wheelchair Access, Induction Loop, Disabled Parking and Patient Car Park (at rear)



REGISTERING

This practice is still accepting new patients for NHS treatment.

To register you must attend in person, complete a medical history questionnaire and provide proof of address (if over 18). As proof of address we will only accept either a bank statement or utility bill dated within 3 months.

If you are currently taking any medication please bring a list of this with you to help you complete the questionnaire.

Children under 16 years of age must be accompanied by an adult to all appointments. It is not possible to register a child under 16 without the consent of an adult.



DENTAL CHARGES

Treatment is free if you are:

- Under 18.
- 18 years of age and in full time education.
- Pregnant or if you have had a baby in the last 12 months.
- If you are in receipt of income support, income-based jobseeker's allowance, income related employment and support allowance or pension credit guarantee credit.
- You are named on, or entitled to, a valid NHS credit exemption certificate.
- You are named on a valid HC2 certificate.

Treatment charges may be reduced if you or your partner hold a current HC3 Certificate. Under new NHS regulations it is necessary for patients claiming exemption from charges to prove this whenever they begin a new course of treatment.



DENTAL CHARGES

If you 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.

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

Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.



DENTAL STAFF

The following dentists are available to look after your oral health.:

Miss Melissa Hobson B.D.S.
(Sheffield 2006) Foundation Trainer

Mr Simon Manian B.D.S.
(Sheffield 2009)

Mr Phillip Mullen B.D.S.
(Sheffield 2009)

Mr Sam Atkinson B.D.S.
(Sheffield 2011)



HOW TO PAY

If your treatment is completed on your first appointment you will be required to pay in full before leaving the surgery.

If you require a few appointments to complete your treatment plan you will be provided with an estimate for the treatment. You will be required to pay in full for planned treatment on the date of your first appointment.

We accept cash and all major credit and debit cards.

If you are worried about the cost of dental treatment or find any of the charges difficult to understand, please let our reception team know.



CONFIDENTIALITY

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence.

Only members of staff have access to patient information and we have a strict confidentiality policy.