



**Sennik LTD T/A**  
**Chigwell Dental Surgery & Anaesthetic Clinic**  
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### **Welcome to our practice.**

We believe that we offer an excellent standard of dental care. This leaflet gives more information about services that we provide. If the answer to your question is not included here, please contact us for further information.

### **Surgery Opening Times for NHS appointments**

Mon 9.00 am – 5.00 pm  
Tues 9.00 am – 5.00 pm  
Wed 9.00 am – 5.00 pm  
Thurs 9.00 am – 5.00 pm  
Friday 9.00 am – 5.00 pm

**Closed for Lunch every day 1pm – 2.00pm**

### **Dentists**

Dr Gunjan Sennik	Dr V Vadher
Dr T Sharma.	Dr S Bryce-Barnard
Dr J Trifourkis	

### **Dentist with Special Interest.**

Dr A Mullish (**Endodontics**)

Dr E Cilligir (**Periodontics/Implantology**)

### **Dental Support team**

<b>Nursing team:</b>	<b>Anaesthetist team</b>
Uniece Zamba	Dr T Sharma
Houria Guelmani	Dr J Trifourkis
Slywia Liszka	

### **Hygienist**

Eleanor Mobley

### **Reception/Admin**

Rachel Giles/Aleksandra Dzhandzhova

### **Dental care and treatment at the practice**

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. This helps us understand you and tend to your specific needs.

After a thorough clinical examination, your dentist will describe the treatment that they recommend, an estimate of its cost and any alternatives that are available. Any relevant risks will be discussed. Please do not hesitate to ask questions - we want to be sure that you fully understand and agree with the proposed treatment.

### **NHS Care**

The following is what you can expect when you come to see one of our dentists as an NHS patient:

- Examination
- Diagnosis
- Advice & treatment planning

Based on your needs:

- Preventative care & treatment
- Periodontal treatment
- Conservative treatment
- Supply & repair of dental appliances.
- X ray Radiographs
- Prescribe any drugs that form part of your treatment plan.

Most treatment is usually necessary to remove disease. To maintain oral health, you need to follow the advice your dentist may give you relating to your treatment.

New patients should be clear when they make a first appointment whether they will be seen under NHS arrangements or private contract.

At the first appointment, a patient's medical history is taken on the standard medical history form and this is to be kept with the patient records. Please notify us if there are any changes to this, at subsequent appointments

The initial consultation with the dentist should be of sufficient duration to allow a full clinical examination

(unless this is undertaken at a follow-up appointment and the patient is aware that this is the case). Sufficient time is given for you to discuss treatment options and the cost of treatment and to ask any questions.

After the consultation, as an NHS patient you will need to sign an FP17 form and be given a completed FP17DC form outlining your treatment plan.

At the end of the first course of treatment, you should have a shared understanding about whether and when you will need to be seen again, you will receive recalls depending on your need as determined by your dentist.

Please feel free to ask questions at any time.

### **Private care**

Along with NHS treatment, the practice offers a full range of cosmetic dentistry, including teeth whitening, orthodontic treatment (invisible braces and more).

NHS patients can opt to have part of their treatment privately. Private treatment gives you more time with your dentist as well as personal service, greater choice of materials and higher quality laboratory work for a better-looking result. There is also a greater range of treatment options available as cosmetic treatment is excluded from the NHS. Because the charges are changing, some private treatment may even be cheaper.

**Anxious about your dental treatment?** Then why not ask about treatment under sedation at this practice.

### **Urgent Care**

Urgent treatment means treatment that the dentist considers it necessary to relieve severe pain or prevent your oral condition deteriorating before you can make a normal appointment.

Out of hours call the surgery and you will be advised of the out of hours urgent care service contact number, alternatively call NHS 111



### **Paying for your dental care**

It is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken.

We provide a range of ways to pay for your dental care and we accept payment in cash or by credit and debit card.

Payment is usually made at the start of the treatment, or in stages at every appointment.

### **Repairs and replacements**

Dental treatment is provided to a very high standard. But occasionally treatment may need to be replaced or repairs may need to be undertaken. Our practice policy is normally to provide repairs or replacements free of charge if the treatment fails within one year. Please contact us immediately if you experience difficulty with any treatment that we have provided.

### **Making appointments**

We always try to arrange appointments at a time convenient to our patients. If you have made an appointment which you subsequently find you cannot keep, please give as much notice as possible so we can give the appointment to another patient who may need to see us at short notice. We provide a range of appointment times for patients including early morning. You can book an appointment by calling us,

### **Patient Choice**

You can choose which dentist you would like to see at the practice, and we will accommodate your wishes, but it may not always be possible to arrange this because the particular dentist may not be available.

### **Reminders and recalls**

At the end of your course of treatment, your dentist will discuss with you when you need to see a dentist again. NHS dentists follow guidelines issued by the

National Institute for Health and Clinical Excellence (NICE) on how often patients need to see their dentist, according to their oral health needs. It is no longer the norm for NHS patients to have two NHS check-ups each year if you do not need them. The Department of Health wishes NHS resources to be allocated to those who need it most. You can of course visit your dentist more often privately if you prefer to talk to your dentist more regularly about your oral health needs.

### **Confidentiality**

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy- please ask at reception for more details.

### **We take your views seriously**

Patient views are very important to us, that's why we carry out annual patient surveys and have a suggestion box in the practice which we take time to review once a month.

### **Missed appointments**

If you are not able to keep your appointment, please give us at least 24 hours' notice. If an appointment is missed twice, then the practice may refuse treatment as per the practice FTA policy, Failure to Attend: New patients that fail to attend their first appointment or cancel it at short notice, will no longer be seen at the practice as an NHS patient. Should they wish to remain a patient here they will need to register on a private basis. Registered patients that fail to attend or have late cancellations on 2 consecutive appointments or 3 out of 5 appointments will no longer be seen in the practice

### **Zero Tolerance Policy**

We operate a zero tolerance when it comes to abuse, and aggression towards its staff.

The practice defines violence and aggression as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' including threats against the practice staff, verbal abuse (shouting, swearing, rude gestures) psychological abuse or physical attacks

### **Complaints**

We do our best to provide you with a high standard of dental care and service. If you feel that you have cause for complaint - then please raise it at reception. We have a complaints procedure which aims to resolve any problems to our patients' complete satisfaction

### **At your service**

We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If you have any questions about NHS dental care, please ask a member of the practice team. We will be pleased to help. Should you have any comments or concerns, please talk to our senior member of staff

### **Equality, Diversity and Human Rights**

We recognise all our patients as individuals with diverse needs. We will aim to accommodate the needs of our patients relating to any disability wherever possible. We respect the rights and dignity of all our patients. We invite comments regarding improvements to the provision of our services in relation to patients with disabilities

### **Recommendations**

If you are pleased with the care and treatment you receive from our practice, please recommend us to others.