



518 WELFORD ROAD
LEICESTER
LE2 6EN
01162881001
www.brookviewdental.co.uk

Welcome to Brookview Dental Clinic

Thank you for choosing Brookview Dental Clinic as your dental practice. This leaflet is about our practice. Should you have any further questions, please speak to our team on 0116 2881001 or info@brookviewdental.co.uk.

We are a well established practice and proud of the service that we offer our patients. We always aim to provide a high standard of care and service for patients using the most up to date equipment available. We provide a full range of NHS treatment (except orthodontics and sedation) to all patients. We also provide treatment on a private basis, including cosmetic dentistry. Our patients are given the opportunity to join DENPLAN to help spread the cost of dental care. Details of the dental plan and the current private fees and NHS information are available from our Reception team.

Our dental team

Dentists

Practice Owner and Principal Dentist:	Dr Ajay Thakor BDS (2002)	GDC No. 81201
Practice Owner and Principal Dentist:	Dr Jai N Shah BDS (1997)	GDC No. 72978
Practice Owner and Principal Dentist:	Dr Ashish Desai BDS (2001)	GDC No.79173
Associate Dentist:	Dr Nickesh Vara MUDr (2008)	GDC No. 142853
Associate Dentist :	Dr Sayab Mansoor (2018)	GDC No. 278605
Foundation Dentist:	Dr Jeevan Slaich (2021)	GDC No. 296409

Our Dentists are supported by our committed team

Hygienist: Jasvinder Bains (1995) GDC NO: 4876

Practice Manager/ Facial Aesthetics Practitioner : Mrs Shauna Dhinsa

Receptionists: Miss Estela Carreiro & Mrs Kate Beaumont

Dental Nurses:

Mrs Hannah Swanson

Mrs Alice McKeown

Miss Nikkita Starkey-Dowsing

Miss Sherrie Gray

Miss Olivia Tsang

Miss Amijah Francis- Wells

Opening hours

The Practice is open during the following hours:

Monday	09:00 – 13:15	14:00 – 17:30
Tuesday	09:30 – 13:15	14:00 – 18:00
Wednesday	09:00 – 13:15	14:00 – 17:30
Thursday	09:00 – 13:15	14:00 – 17:30
Friday	09:00 – 13:15	14:00 – 17:30

The practice is closed between 1.15pm-2pm for lunch. You are able to leave an answerphone message during our lunch break and we will return your call. We provide NHS treatment during the following times:

Emergency care

During practice hours, we endeavour to see any patient who is in need of a dental emergency. Should you have a dental emergency outside of our normal practice opening hours:

Private Patients and Denplan please call: The practice answer phone on 0116 2881001 and you will be put in contact with the dentist on call.

The Dental out of Hours Service will be available at the following times: Monday – Friday 5.30pm-9.00am all day Saturday, Sunday and Bank Holiday until 9.00am Monday.

NHS patients please call: 111 or visit www.nhsdirect.nhs.uk The service is provided by NHS England, which is responsible for commissioning dental services in this area.

NHS (call NHS Direct) on 111 or visit www.nhsdirect.nhs.uk . This service is provided by the LAT. Contact details are:

NHS Direct

Fosse House,

6 Smith Way

Grove Park,

Enderby,

Leicestershire

LE19 1SX

Tel 0116 2060185 Leicestershire

E-mail: England.leicsandlincsareateam@nhs.net

111

www.nhsdirect.nhs.uk

Facilities and Access

Our premises are accessible for wheelchair users and pushchairs and there is a disabled toilet and baby changing on the ground floor. We have a downstairs surgery available, if you require this please request upon booking your initial appointment.

If you do 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 your needs.

We are a breast feeding friendly practice and have areas available for you to breastfeed. We have a children's play area in the waiting room with educational books, colouring and role play toys.

The following languages are spoken at the practice, English, Urdu, Gujarati, and Punjabi. We also have translation services available.

Parking is available on the premises located at the corner of Overdale road.

Dental care and treatment at the practice

We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

We will always ask patients if they have a preference as to which dentist they prefer to see, and will always aim for patients to see their regular dentist. If for any reason this is not possible, we will always offer a full explanation and an alternative option.

We offer a full range of preventive and cosmetic dentistry. The surgery is equipped with technology to help us diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist, if this is appropriate – for example orthodontic treatment, complex root fillings and implants.

Services available on the NHS, are General Dental Services including a thorough examination of your teeth and gums, scale and polish, fillings, root canal treatments, extractions, periodontal treatments, crowns, bridges, dentures and regular dental X-rays.

We also offer treatments on a private basis such as cosmetic dentistry, Veneers, Crown restorations, tooth whitening, teeth straightening such as invisalign and six month smiles.

Methods of payment

We accept the following methods of payment at the practice cash, cheque, (made payable to Brookview Dental Ltd) and all major credit and debit cards. We do not accept American Express. We also have finance options available. A copy of our pricelist is available at reception.

Training practice

We are very pleased to be a training practice for newly qualified dentists. Dr Ajay Thakor is our dental trainer for our foundation dentist. We are also actively involved in training of prospective Dental staff who may be present at consultations and during treatments. Our current training nurse is Amijah.

Patient confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of the practice confidentiality policy is available at reception. You can also request information about your rights to view your records.

Complaints Procedure

If you have any concerns or comments about your experience of our practice, please contact Shauna Kaur our Practice manager or Dr Ajay Thakor our practice Owner on 0116 2881001 or email info@brookviewdental.co.uk. A copy of the procedure is also available at reception.

Rights and Responsibilities of Patients

Rights

- Patients have the right to request which Dentist they see and can do so when making appointments.
- A full explanation of treatment and a written treatment plan including costs, information on NHS charges and treatment costs is available to all patients
- Advice and Guidance on how to keep your teeth and gums healthy

Responsibilities

- Follow your Dentists advice to prevent tooth decay and gum disease
- Pay all charges when requested, whether Private or on the NHS
- Provide proof of entitlement to assistance with the cost of NHS treatment where applicable
- Our dentists do have very full appointment diaries so if you need to cancel your appointment, please give us at least 24 hours notice. Patients who continue to miss

appointments may be refused treatment. Missed appointments results in wasted time that could be used by other patients.

- If private appointment times are cancelled with less than 24 hours' notice, a charge of £15 per 15 minutes may be incurred.

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

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. If you would a copy of our practice confidentiality policy, please contact Dr A Thakor on 0116 2881001.

Comments about our service

We value feedback and comments. We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause for dissatisfaction and improve our service. You can request a copy of the practice complaints procedure from Dr A Thakor who will explain the procedure in detail and deal with any concerns you might have.

We are here to help

If you would like any further information about care at the practice please contact us on 0116 2881001 or visit our website for the latest practice information at www.brookviewdental.co.uk