



**PERFECT
SMILE**

Practice
Information

GATESHEAD

perfectsmile-dental.com

T: 0191 477 2007 E: gateshead@perfectsmile-dental.com

f PerfectSmileDentalSurgery

t **i** UKperfectsmile

Welcoming:

NHS + Private Patients

When You Smile, The World Smiles With You.

At Perfect Smile, we understand that your smile is not just what you look like, but how you feel on the inside.

We believe that everyone deserves their own perfect smile they can share with the world. Through our range of general and cosmetic dentistry, we are here to help you look and feel at your very best.

Why Choose Us?

Your smile is one of your most valuable assets. We also understand the massive impact your smile can have on your health and well-being. With modern and safe dental practices and a team of experts across the country, we work with you to build a personalised treatment plan. We're award winning with thousands of happy patients. Our friendly staff will always be on hand to talk you through how we can help you achieve your perfect smile.

Our Practices

All our dental practices are designed with your comfort and convenience in mind. Working around your busy lifestyle we offer morning, lunchtime and evening appointment times to ensure your treatment plans are completed within time frames which suit you.

We pride ourselves on our state-of-the-art technology and our teams of highly qualified and experienced clinicians who deliver the very best in dental care.



Our Offer

We offer both private and NHS treatment plans at our practices, as well as specialist treatments with flexible finance options to give you the freedom to spread payments. We aim to give you excellent results through the delivery of evidence-based treatments and honest practice. No matter what treatment you have with Perfect Smile we work with you to personalise your treatment plan to suit your individual needs which allows you to achieve an outstanding result.

Our Aim

We know how important it is to love your smile. Our aim is to assure you, you'll be as comfortable and informed as possible throughout any treatment we give you. We'll break down the cost, treatment length and number of appointments. Any precautions you may need to take during your treatment are also discussed in detail so we can be sure you'll feel at ease & relaxed at any of our practices.



Free NHS Dental Treatment or Help With Health Costs

You don't have to pay for NHS dental treatment if you're:

- Under 18, or under 19 and in full-time education
- Pregnant or have had a baby in the previous 12 months
- Being treated in an NHS hospital and your treatment is carried out by the hospital dentist (but you may have to pay for any dentures or bridges)
- Receiving low income benefits, or you're under 20 and a dependant of someone receiving low income benefits

Low income benefits

You're entitled to free NHS dental treatment if you or your spouse (including civil partner) receive:

- Income Support
- Income-related Employment and Support Allowance (Not Contribution Based)
- Income-based Jobseeker's Allowance (Not Contribution Based)
- Pension Credit (Not savings Credit)
- Universal Credit (in certain circumstances - No earnings or Earnings within allowed limit)

Certificates to help with health costs

You can receive free NHS dental treatment if you're entitled to or named on:

- a valid NHS tax credit exemption certificate
- a valid HC2 certificate - available for people on a low income

If you're named on an NHS certificate for partial help with health costs (HC3) you may also get help.

You'll be asked to show your dentist written proof that you don't have to pay for all or part of your NHS treatment. You'll also be asked to sign a form to confirm that you don't have to pay.

If you're seen under the NHS, you'll be required to complete a Practice Record Form. The Practice Record Form is an NHS requirement and a declaration to the NHS of which you are responsible for. This informs the NHS whether you're in receipt of a dental exemption which excludes you from paying NHS charges or whether you should pay for your dental charges. Failure to complete the Practice Record Form may result in an NHS appointment being declined. If you're found to have wrongly claimed free or reduced costs for NHS dental treatment, you'll be asked to pay the full cost of the treatment and may receive a penalty charge from the NHS. Routine checks are carried out on claims including claims where evidence of entitlement is shown to the dental practice.

If treatment is required, you will also be asked to sign a FP17DC form or a printed treatment plan which details the NHS and/or private treatment suggested, along with the prices associated with the treatment(s).

When registering you'll be required to complete a Medical History Form. You'll then be asked to check and sign your medical history on an annual basis. We ask that you keep us updated of any health changes as well as contact details.

NHS Dental Charges

The charge you pay depends on the treatment you need to keep your mouth, teeth and gums healthy. You'll only ever be asked to pay ONE charge for each complete course of treatment (must be complete within two months), even if you need to visit your dentist more than once to finish it - either Band 1, 2 or 3. If you have to be referred to another dentist for another, separate course of treatment, you can expect a second charge. Some minor treatments are free. If you're not exempt from charges, you should expect to pay one of the banding charges for each course of treatment you receive. Please refer to our website for costs of bands.

Band 1 Course of Treatment

This covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish, and planning for further treatment.

Band 2 Course of Treatment

This covers all treatment included in Band 1, plus additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

Band 3 Course of Treatment

This covers all treatment included in Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges.

Emergency or Urgent Treatment

If you require urgent care, you will pay a Band 1 charge. Most urgent treatments can be done in one appointment. Once your urgent course of treatment is complete, you may be advised to make another appointment for a separate course of non-urgent treatment. In this case, the relevant NHS banding charge will apply.

A Comprehensive Choice of Cosmetic Treatments

We offer specialist cosmetic treatments at all our practices. We work with you to personalise and suit your individual needs. With a complete Smile Makeover, a selection or a combination of treatments, we can make a real difference to your smile, confidence and well-being.

- Teeth Whitening
 - White Fillings
 - Hygienist & Stain Removal
 - Inlays
 - Veneers
 - Crowns, Bridges, Dentures
 - Dental Implants
 - Restylane, Skin & Facial Rejuvenation Treatments
 - Orthodontics - Clear Braces
- Free Consultations for:
-  Invisalign, Dental Implant and selected Cosmetic Treatments

You may also wish to consider cosmetic dentistry if you suffer from:

- Stained/discoloured teeth
- Missing teeth
- Uneven teeth/gaps
- Unightly fillings
- Cracked/transparent teeth
- Crossed over/crooked teeth

Payment plans available on comprehensive private treatments at 0% Interest.

Continuous Improvement

At Perfect Smile, we are committed to continuously improving the service and care we provide to each of our patients.

Clinical Excellence

We invest in proven, high quality materials and state-of-the-art equipment and believe in the continuous professional development of each and every member of our team.

Cross Infection

Our practices pride themselves in cross infection control measures adapting universal precautions abiding by the HTM 01-05 guidance from the Department of Health in line with GDC and CQC standards. We believe in exceeding all standards of Health and Safety for the reassurance and peace of mind of our patients and team.

Patient Confidentiality, Communication & Feedback

At Perfect Smile, we will always store your personal details confidentially and securely. They will never be given to a third party. You may also receive email/text reminders for appointments upto 7 days in advance and recalls upto 1 month in advance. Feedback from our patients is always welcomed. Once you finish treatment at Perfect Smile, you may be contacted. This valued feedback enables us to continuously invest in what matters the most to you.

Late Cancellations and Failed To Attend Policy

We have a Late Cancellations and Failed To Attend Policy. This ensures we are able to keep a robust system in place enabling easier access to appointments for all patients. Should you need to change your appointment time or date, we simply ask for at least 48 hours notice in advance. This will allow us to offer your place to another patient.

If you miss more than two appointments and give less than 48 hours notice, we may not be able to complete your treatment or offer you NHS care in the future. We also request a deposit for all treatment appointments.



*Terms and conditions apply.



Practice Information

Opening Hours: Monday - Wednesday: 9am - 8pm
Late evening from 5.30pm - 8pm available by appointment only
Thursday & Friday: 9am - 5.30pm

Address: 15 Regent Terrace, NE8 1LU
General Enquiries: 0191 477 2007
Email Enquiries: gateshead@perfectsmile-dental.com
Website: www.perfectsmile-dental.com

Dentists:

- Eassun Ravindran *BDS, GDC: 258525*
- Rachel Haigh *GDC: 251617*
- Jasmine Ratcliff *BDS, GDC: 229006*
- Nicola Stoddart *BDS, GDC: 244215*
- Daniel Heaney *GDC: 264320*
- Joerg Bergner *BDS, GDC: 79950*

Hygienist:

- Claire McGee *GDC: 202098*
-

Out of Hours Emergency GP Service: 111
NHS Choices Website: www.nhs.uk

Additional Practice Information:

- Disabled access
 - Pay and display parking available
 - Interest free finance available
 - We welcome children, adults & families
 - This leaflet is available in various languages if requested
 - We operate a strict zero tolerance policy towards violent or abusive behaviour
-

Principal & Director: Chirag Patel *BDS, GDC: 79721*
Managing Director: Palvesh Patel
Clinical Director: Tim Minhas *BDS, GDC: 83237*
Head Office: 106 Putney High St, SW15 1RG
Tel: 020 8789 2323
Company Registration No. 7229041

Every effort will be made for you to see a dentist of your choice. However, in an event of an emergency appointment this may not be possible.

Should you have any complaints about the service that we provide, please ask a member of our team for the complaints procedure.

For complaints outside of the practice, please call PALS on tel: 0800 032 0202 or the General Dental Council Complaints Service on tel: 020 8253 0800, or the Care Quality Commission on tel: 0300 061 6161, if you are not satisfied with the service. You can also provide feedback through NHS England via www.nhs.uk.