

Principal Dentists

Mr Jimmey D.S Palahey

BChd Leeds 2004

MJDF RCS (Eng)

PgCert Clin Ed (Sheffield)

Pg Cert Orth (Warwick)

GDC 83415

Mrs Navjit K. Jandu

BDS Manchester 2006

MFDS RCS (Edin)

GDC 103290

Dr Pam Kaur

BDS Bristol 1986

GDC 61549

Please visit our website for a full list of other dentists in the practice.

Useful Contacts

NHS England Central Midlands

Fosse House

6 Smith Way

Enderby

Leicestershire

LE19 1SX

Tel: 0116 206 0185

General Dental Council

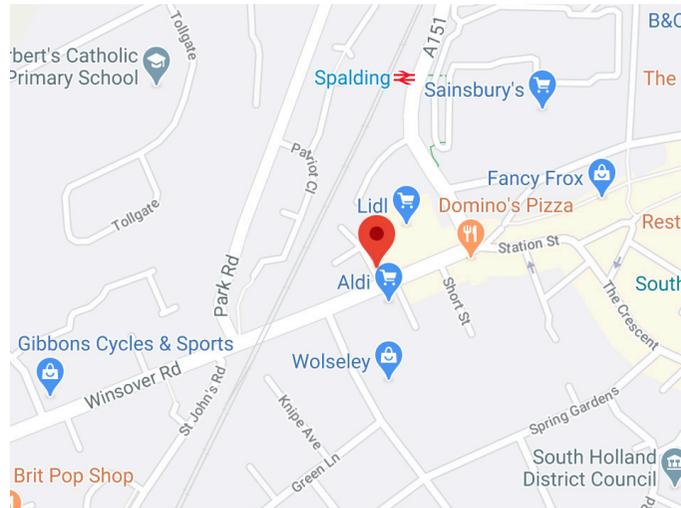
37 Wimpole Street

London

W1G 8DQ

How To Find Us

The practice is located close to the train station in Spalding on the main Winsover Road opposite Aldi. Full directions can be found on our website or using the postcode PE11 1EJ on Google Maps.



Winsover Dental Care

14-16 Winsover Road

Spalding

PE11 1EJ

Tel: 01775 513 113

www.winsoverdentalcare.co.uk

Emergencies

01775 513 113 (during working hours)

111 (out of hours)



Surgery Hours

Monday: 8am to 8pm

Tuesday: 8am to 8pm

Wednesday: 8am to 8pm

Thursday: 8am to 8pm

Friday: 8am to 8pm

Saturday: 8am to 8pm

Sunday: 8am to 8pm

Open all bank holidays



Providing NHS services

Winsover Dental Care

winsoverdentalcare.co.uk

01775 513 113

General

If you are a new patient, we would like to take this opportunity to welcome you to this practice. Recent changes in dental regulations have resulted in dentists being encouraged to tell their patients more about the services they have to offer.

The Practice

There are a number of dentists, therapists and hygienists working at the practice. You have a choice as to who you normally see and this is recorded on our computer system but if you wish to change this please let a member of staff know and your record can be amended. In an emergency or for urgent treatment, your choice may not be available.

Policy

It is our practice philosophy to promote dental health at all times. Therefore we recommend regular dental checkups in accordance with the guidelines from NICE. This will also help keep down the cost of your treatment. (www.nice.org.uk)

Referrals

Over the years we have developed experience in all aspects of dental care, but in certain cases we may refer patients to colleagues who have special skills in certain types of treatment.

Special Services

In addition to routine treatments this practice offers:

- Cosmetic orthodontics
- Dental Implants
- Teeth Whitening
- Cosmetic dentistry
- Facial aesthetics

NHS Treatment and Charges

If you are in one of the following categories you may qualify for full or partial exemption from charges: under 18; under 19 and in full time education; an expectant mother; a mother with a child under one year; receiving Social security benefits; a family receiving Income Support, Income-based Job Seeker's Allowance or Pension Credit guarantee credit or on a low income. If in doubt, please ask.

Under NHS regulations a patient can be asked to pay charges at the commencement of treatment. Please be prepared to do this, or when asked to do so by the

receptionist.

If, following a check-up you need further treatment, we will give you a treatment plan showing the estimated costs involved.

Non-NHS Treatment

The NHS provides all the treatment necessary to secure and maintain your oral health. There are some treatments (mainly cosmetic) which are not available under the NHS and you may choose to have these done privately. You may also choose to have some treatments done privately as an alternative to NHS treatment. We are happy to discuss these options with you.

Emergency Service

If you have a swelling, pain or are bleeding during surgery hours, please telephone and every effort will be made to see you as soon as possible. Contact, if possible, before 10am.

If you have an urgent problem out of these ours then please telephone NHS 111. Your problem will be assessed by a health adviser and, if you need to be seen, they will advise you as to appropriate arrangements.

Appointments

We always try to see patients at the appointed time. If you are kept waiting there is normally a good reason. Please be patient.

If you have to cancel an appointment we require, whenever possible at least 48 hours notice. This enables us to make alternative arrangements - perhaps to see someone in pain. If you continue to miss appointments we may decide not to offer future treatment.

Facilities For The Disabled

There is full wheelchair access to reception, downstairs surgeries and the WC.

Keep Us Informed

From time to time we may ask you to fill in a Medical History Questionnaire to assist in our diagnosis and treatment. This is confidential.

We may ask you about any drugs you are taking. Please make a note of their names and tell us about them when you attend.

If you change address or telephone number, please let us know as soon as possible. This helps keep our records up to date and our recall system more efficient.

Freedom of Information Act

Patients are entitled to access their health records but the request must be made in writing.

Prevention

Children are always welcome - however young they are. We aim to prevent dental disease rather than treat it at a later date so bringing a child from birth is recommended. (www.bspd.co.uk/Patients/Dental-Check-by-One)

Dental Care

We stock a full range of oral hygiene products. Please ask at reception.

Feedback and Complaints

We welcome suggestions about how our service might be improved. Any questions, comments or complaints about this can be given verbally, by telephone, by e-mail or in writing to our practice manager.

If you wish to make a complaint this should be made in writing to the practice. We will acknowledge your complaint within 3 working days and endeavour to investigate your complaint and reply more fully as soon as possible.

If you are not happy with response we make then please contact NHS England, PO BOX 16738, Redditch, B97 9PT. England.contactus@nhs.net (0300 311 22 33) and they will be able to offer you further assistance.

Violent and Abusive Behaviour

The practice reserves the right refuse to treat any patient who is abusive or violent to any member of staff.

The Languages We Speak

English is spoken. Interpreter services can be made available so please ask when making your appointment.