



## A guide to our dental services for new and existing patients

Omega Dental has been established for over 30 years.

Our aim is to provide a comprehensive range of high-quality dental care in a comfortable and relaxing atmosphere. Our desire is to offer you a comprehensive and enlightening path to complete dental health and confidence.

We are committed to ensuring as many people as possible can benefit from quality clinical care and customer service - whether they choose to access dental care as an NHS or private patient.

This leaflet contains information about the services we provide, how to make an appointment and who to contact for further information or assistance. You can check one of the following sections to find the information you need:

- **the dental team**
- **services available**
- **appointments**
- **practice opening hours**
- **urgent and out of hours care**
- **your rights and responsibilities**
- **useful contacts**

### The Dental Team

At **Omega Dental Practice** our dentists, dental nurses, and reception staff will always aim to provide a high standard of care and service for patients. The members of our dental team are:

#### Clinical team:

Dr Kostas Petalotis, **Dental Surgeon**  
(GDC 84595)

Dr Stefanos Kyriakidis **Dental Surgeon**  
(GDC 82989)

Dr Megan Griffiths **Dental Surgeon**  
(GDC 277868)

**Hygienist** Estefania Pardo Fernandez  
(GDC 253766)

**Practice Manager:** Anna Zagumny

#### Nursing team:

Laura Delaney (GDC 280242)

Lacey Hughes (GDC 300643)

Chloe Kinnaird (GDC 323154)

Farjana Aktar (GDC 316298)

Paris Maggs (GDC 332387)

Emma Coles **Trainee Dental Nurse**

#### Front of house:

Latease Munford-Brown

### Accessibly

Our practice is accessible for disabled patients as we have a side entrance with no steps and a downstairs surgery.

### Services available

Dental care and treatment at Omega Dental

The team consists of dedicated and considerate dental professionals, each one with extensive training and experience in different aspects of your care.

We aim to provide you with comprehensive dental care and treatment to the highest of standards. We position our patient's interests first to protect your wellbeing.

We respect your choices and we treat every aspect of your dental care with professionalism and expertise.

All our staff will observe total confidentiality of all information relating to patients of the practice. All treatments will be discussed thoroughly with you directly so you are able to make the best decision for your dental care whether that be NHS or private.

Our surgeries are equipped with up-to-date technology which helps us diagnose when treatment is required.

On some occasions we may recommend that a referral to a specialist is needed. In this case you will be fully informed on why we feel that would be the best treatment option for you. Please note at the end of every dental appointment and depending on the treatment that you need you will have time to make an informed decision and to ask your dental team any questions you may have prior to your treatment appointment.

### Making an appointment

If you ask us for an appointment, we will try to offer you one as soon as possible at a convenient time. You can make an appointment by phoning 0117 963 7670 or by emailing us at

bedminster@omegadental.co.uk. See below for information on our opening hours. You can choose which dentist you would like to see at the practice, including your regular dentist, but please note that this will depend on the appointments available, and a dentist may decline to treat you if you are not a regular patient to that dentist.

## Reminders and recalls

At the end of your course of treatment, your dentist will discuss with you when you will need to see a dentist again. We now follow guidelines issued by the National Institute for Health and Clinical Excellence (NICE). This means you will attend as often as is needed to keep your teeth and gums healthy and may no longer need a check-up every six months

## Cancellations

If you are unable to keep your appointment, please let us know as soon as possible so that we can give the appointment to someone else. Missed appointments waste NHS time. If you miss **one** appointment and give less than *one clear working day* notice, we may not be able to complete your treatment or offer you NHS care in the future. For all private patient appointments an upfront non-refundable deposit will need to be taken depending on the length of appointment before securing your appointment.

## Opening hours

The practice is open from

- **Monday** 8am – 1pm – 2pm -5pm
- **Tuesday** 8am – 1pm – 2pm- 5pm
- **Wednesday** 8am-1pm -2pm – 5pm
- **Thursday** 8am – 1pm – 2pm – 5pm
- **Friday** 8am – 1pm -2pm-5pm

## Urgent treatment and out of hours care

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

If you need urgent treatment outside of the opening hours you can contact

**The NHS Helpline on 111**

We also offer a small number of appointments during practice opening hours for patients who need urgent treatment, but do not have an appointment. If you think you need urgent treatment you can contact *reception on 0117 963 7670*

## Your rights and responsibilities

- ✓ a thorough examination of your mouth, teeth and gums
- ✓ a full explanation of your treatment options
- ✓ a written treatment plan (including costs) \*
- ✓ information about NHS charges

- ✓ displayed in the waiting room
- ✓ advice on how to keep your teeth and gums healthy
- ✓ information about this practice and the services available
- ✓ a care and treatment summary if you decide to transfer to another dentist
- ✓ make a complaint if you are not happy with your treatment and care
- ✓ giving at least *24 hours'* notice if you have to cancel or change an appointment. We will not charge you for missed appointments – but if you miss more than 2 *examinations or 1 treatment* appointment, we may no longer be able to offer you treatment
- ✓ following your dentist's advice to prevent tooth decay and gum disease
- ✓ paid in full upfront before the appointment is made. Please note that the practice reserves the right to refuse to either begin a course of treatment or terminate a course prior to completion where having requested the patient should pay a charge in accordance with the NHS Patient Charges regulations and that patient has failed to pay that charge
- ✓ bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked and patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge by the NHS Business Authority.

- ✓ treating our staff with courtesy and respect\*\*

*\*\* Please note – we may refuse to treat patients who are violent, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform the patient management director and Bristol ICB*

*Please note that in order to encourage regular dental visits to monitor and maintain our patient's oral health, we may refuse to see you if you have not been in for an examination for 2-3 years.*

#### **Your dental records**

Your dental records will remain confidential and secure. However, from time to time we may need to release these to *Bristol ICB* or the NHS Business Services Authority as part of our ongoing clinical review process. We will try to contact you before releasing your dental records to another organisation.

### **About our service**

If you would like to comment about any aspect of our service, please contact the Practice Manager Anna Zagumny in writing or by telephone on 01179637670 or email [Manager@omegadental.co.uk](mailto:Manager@omegadental.co.uk). If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with your Primary Care Trust. You can get support with making a complaint from.

NHS dental services – The Complaints Manager or Patient Advice and Liaison Service (PALS), your local Independent Complaints Advocacy Service (ICAS), Citizens Advice or visit

["http://www.dh.gov.uk"](http://www.dh.gov.uk).

Private dental services – the ["mailto:Dental"](mailto:Dental) Complaints Service on 08456 120 540 or visit ["http://www.dentalcomplaints.org.uk"](http://www.dentalcomplaints.org.uk).

Patients found to have incorrectly claimed help with the cost of NHS dental treatment may receive a penalty charge.

### **Useful contacts**

Omega Dental Surgery  
2A North Street, Bedminster, Bristol, BS3 1HT  
Tel 0117 963 7670  
[bedminster@omegadental.co.uk](mailto:bedminster@omegadental.co.uk)  
*Omega Dental Surgery* has agreed with *Bristol ICB* to provide NHS dental services. The contract for these services is held by K Petalotis, and S Kyriakidis

#### **Local NHS services**

*Bristol ICB*– 1 Marlborough Street, BS1 3NX Tel: 01179766600

#### **NHS Counter Fraud Service**

If you have a suspicion of fraud taking place within the NHS, please contact our Fraud and Corruption Reporting Line on 0800 028 40 60 (Monday to Friday)