

### Information regarding the disclosure of personal data

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In order to provide you with a high standard of dental care and attention, we need to hold personal information about you. All patients personal data is confidential and is only accessible to authorised members of staff.

A copy of the Practice Data Protection code of practice is available to view on our notice board. Patients have the right to access their records. A request should be made in writing to Mrs J Hassan. A fee for access is applicable.

### NHS Prices

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There are three standard charges for all NHS dental treatments:

**Band 1 course of treatment – £18.80**

This covers an examination, diagnosis (including x-rays), advice on how to prevent future problems and a scale and polish if clinically necessary

**Band 2 course of treatment – £51.30**

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or removal of teeth.

**Band 3 course of treatment – £222.50**

This covers everything listed in Bands 1 and 2 above, plus crowns and dentures.

### Principle Dentist

Mrs J.A. Hassan B.D.S.

Monday 8.30-3.15

Tuesday 8.30-12.15

Wednesday 8.30-3.15

### Associate

Ms T Ramsavas B.D.S

Thursday 9.00—5:00

Friday 9.00—5:00

Mrs M. Whittingham B.D.S

Tuesday 1:15-5:15

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### Hopton Dental Surgery

High Street

Hopton

Diss, Norfolk

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t: 01953 688 110

e: [dentist@hoptondentalsurgery.co.uk](mailto:dentist@hoptondentalsurgery.co.uk)

[www.hoptondentalsurgery.co.uk](http://www.hoptondentalsurgery.co.uk)



## NHS Patient Dental Care Information Leaflet

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NHS Dental care for all the family

## Welcome to the practice

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May we extend a warm welcome to the practice. Dental services were re-established in Hopton in 1985 by Mrs Hassan.

Mrs Hassan qualified from The University of Sheffield in 1977, Ms Ramsavas from the University of the Western Cape in 1997 and Mrs Whittingham from The University of London in 1988.

Julia, Sarah, Rachel and Laura are our excellent chair-side assistants; they also deal with appointments and will probably be your first point of contact with the practice.

## Dental Care

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We take great pride in the quality of our dentistry and want to make your visit a pleasant experience. We aim to achieve good dental health for you and your family through preventative dentistry. That means giving you regular dental advice and helping you to understand how to care for your teeth yourself, to reduce the need for dental treatment.

The treatment we offer reflects relevant research and guidance and follows guidelines issued by the National Institute of Clinical Excellence (NICE).

This leaflet will answer some basic questions but if you require any information please don't hesitate to ask.

## Registering with the practice

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When you attend for your first examination you will be given an oral health assessment and a treatment plan. Based on this, your medical and dental history we will decide your recall interval. An estimate of charges will be given to you as well as a consent to treatment form for you to sign. You do not have to pay charges if you have a relevant exemption certificate. Neither do you pay if you are under 18 years of age or until your 19th birthday if you are in full-time education.

We will endeavour to accommodate patients requests to see a particular practitioner.

## Services

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A range of services is provided under the NHS and patients are encouraged to discuss these with us. As an NHS patient you can still request private treatment.

NHS treatment provided:

- Examinations
- Oral Health Advice
- Periodontal Treatment
- Conservative Treatment
- Extractions
- Dentures

NHS Suffolk or NHS Norfolk is responsible for providing orthodontic treatment.

We pride ourselves on being friendly and open with our patients, offering them a service where they feel comfortable at all times. It is the policy of the practice to preserve your natural teeth by encouraging good preventative measures.

## Appointments and Emergencies

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You can make an appointment by Telephone, e-mail or you can call in to make arrangements. The practice is accessible for wheelchair users.

If you need to be seen urgently, telephone the surgery for advice. For emergencies out of our normal surgery hours you should phone 111

Please give as much notice as possible if you have to cancel an appointment. The patient has a responsibility to keep appointments.

Abusive, racist or violent patients will not be seen at this practice. We operate a ZERO tolerance policy.

## Practice Policy

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All patient information is recorded in accordance with the Data Protection Act.

Complaints should be addressed in writing to Mrs J A Hassan. We welcome comments about the service we offer.