



## Welcome to our practice

Thank you for choosing Admiral House Dental Practice. This leaflet is here to tell you all about our practice. Should you have any further questions, please do not hesitate to speak to the Treatment Coordinator on (01442) 863204 who will be able to assist you. The practice provides high quality dental care to the local community. We understand the needs of our patients, and ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care.

We provide a full range of treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services, please contact our Treatment Coordinator. We are able to provide treatment for children in full time education under National Health Service contract.

If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you.

## Our team

### Dentists

- Mr Vivek Tandon BDS Lon 1992 (68492)
- Mrs Katherine Hamblett BDS 1998 (74426)
- Mrs Sue Apthorp BDS (62925)
- Mrs Anusha Tandon BDS Lon 1992

### (68438) Hygienists

- Georgia Sari-Callanan Lon 2009 (174716)
- Miss Sally Whitlock Dip Newc 2007 (114677)
- Karen Price (2795)

### Nurses

- Miss Clare Bandy (105323)
- Mrs Marie Palmer (254222)
- Miss Leah Harwood

### Reception

- Miss Annie South
- Miss Leah Harwood
- Miss Ellis South

### Treatment Coordinator

- Mrs Anusha Tandon

(Brackets denote General Dental Council registration number)

## Opening hours

We are open during the following times:

	From	To
<b>Monday</b>	8.30am	5.30pm
<b>Tuesday</b>	8.30am	5.30pm
<b>Wednesday</b>	8.30am	8.00pm
<b>Thursday</b>	8.30am	5.30pm
<b>Friday</b>	8.30am	5.30pm
<b>Saturday</b>	9.00am	1.00pm

Reception staff are also available at lunchtime. Should you have a dental emergency outside of the practice opening hours, please call

**(07913) 347716**

for assistance.

## Services

- Regular oral health examinations
- Scaling and polishing
- Tooth Straightening with Cosmetic Braces
- Periodontal (gum) treatments
- White fillings
- Endodontic (root canal) treatments
- Veneers, crowns and bridges
- Dentures
- Dental implants
- Extractions where necessary
- Home tooth whitening kits
- Smile enhancement and cosmetic dentistry
- Sedation for nervous patients
- Emergency Dental Service
- Evening and weekends available

## First visit

Following an informal chat to discuss any concerns you may have we carry out a comprehensive 12 point check including inspection of teeth, gums and jaw joint. The appointment includes any necessary digital x-rays. We use a high resolution oral camera to show you around your mouth and will take time to discuss treatment options and costs. An oral cancer check is routinely undertaken.

## Patient confidentiality

We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission. We have a confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please see our website or ask a team member.

## Feedback

We aim to make your experience at the practice as pleasurable as possible. We continuously review our procedures and welcome any feedback or suggestions you may have. Forms are available at reception for this purpose or you may use the website. However, should you have any complaints, please contact our complaints advisor who will be able to deal with your concerns and talk you through our procedure.

## Fees and payments

A full fee guide is freely available on our website or at reception. Please call us if you require any clarification. We request payment for your treatment at the end of each appointment. We accept cash, most debit and credit cards and cheques.

Missed appointments waste time and resources which are needed for other patients. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours notice or do not attend an appointment, then we will make a cancellation charge. We will of course take special circumstances into account.

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

## Dental hygienist

We are fortunate to have a team of highly skilled dental hygienists at the practice. Dental hygiene is very important in keeping and maintaining a healthy smile. Our team deal with everything from the prevention of gum disease and tooth decay to proper dental home care.

## Communication

Good communication with our patients is very important to us. In proposing treatment, we will take account of your own wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will also discuss any risks associated with the proposed treatment. We will always explain what we are doing. As a patient of the practice, you will receive recalls at agreed intervals. Please inform us of any changes of name or contact details.

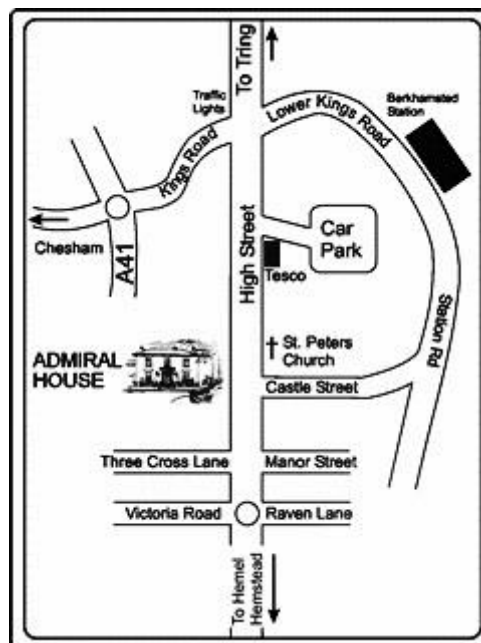
## Continuing education and quality control

All dentists and nurses participate in continuing professional development. We aim to keep up to date with current thinking on all aspects of general dentistry, including a system of ongoing internal audits. A number of policies are in place for your benefit ranging from confidentiality, data protection and cross infection to reviewing treatments we provide, ensuring we provide the best quality care possible.

## Recommendations

If you are pleased with the care and treatment you received from our practice, feel free to recommend us to others. We welcome new patients.

## How to find us



We can be found on Berkhamsted High Street opposite St Peter's Church and a short walk from the train station. Parking for longer appointments is available at Tesco and Waitrose

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care.

## Contact us

### Admiral House Dental Practice

117 High Street

Berkhamsted

Hertfordshire HP4 2DJ

Tel (01442) 863204

EMERGENCY LINE (07913) 347716

Email: [info@dentistberkhamsted.co.uk](mailto:info@dentistberkhamsted.co.uk)