

Dental Team

Knightshill Dental Practice is committed to quality and our philosophy is to promote dental health at all times with an emphasis on preventive care. Welcoming both private and NHS patients in to our warm friendly surgery, our experienced and highly professional dentists are here to make even the most nervous feel completely at ease.

Dentists

Dr. George Brown BDS, LDS RCS MFGDP (GDC:66388)

Dr. John Duker BDS, LDS RCS, FDS RCS (GDC:67966)

Dr. Natalie Taylor BDS (GDC 251836)

Dr Ayesha Chaudhry BDS (GDC 244110)

Dr. Elizabeth Mai Tran BDS (GDC 277919)

Dr. Kajal Tutt BDS (GDC 289559)

Hygienists

Ms Alison Frater CEB Cert (GDC 1874)

Miss Alka Rana BSC Oral Health Science (GDC 183702)

Practice Manager

Mrs Philomena Brown BA (HONS), NEBDN (GDC 237294)

Opening Times

Monday - Thursday: 09.00 to 18.00

Friday: 09.00 to 17.00

Saturday*: 10.00 to 14.00

*(appointment only)

Tel. 02086704666

Emergency: NHS 111

reception@knightshilldental.co.uk



We are situated at **Knights Hill in West Norwood**, opposite the Big Yellow storage building and 5 minutes' walk from the West Norwood Bus Garage.

Rail:

The nearest station is the **West Norwood Rail Station**. When at the station, exit left and walk about 200m up the hill.

Buses:

2, 2a, 68, 468, 196 & 315

Knightshill Dental Practice

132 Knights Hill
West Norwood
London, SE27 OSR

www.knightshilldental.co.uk



Creating a beautiful smile



Welcome to our Practice

Knighthill Dental Practice is a family practice which has been established since 1935. We are committed to quality and excellence and have management systems which ensure that we deliver quality service consistently. Our patients are important to us and we regularly ask for their views on our services. Our mission statement is to provide clinical excellence with understanding and care. Our Practice is one of the practices, selected to take part in the new Government's scheme (NHS Pilot) where practices use new innovations in dental care techniques and are closely focused on preventive care.



OUR FACILITIES

We are a four-surgery practice with comfortable waiting rooms. Our ground floor facilities are suitable for disabled patients, including those in wheel chairs. There is also a disabled toilet.

DENTAL CARE

We provide NHS and private dental care. NHS registration is an on-going process as you attend for your regular check-ups, but please note that you must attend at least once in every three years to ensure your registration does not lapse. Some NHS patients are entitled to either full or partial exemption from charges. If you are please let us know. The NHS provides all the treatment necessary to secure and maintain your oral health. However, you may also choose to have some treatments (i.e. cosmetic) provided privately. On these occasions, we are happy to discuss these options with you.

OUR SERVICES

We offer a range of dental treatment from preventative to cosmetic dentistry like tooth whitening, Inman Aligner, Invisalign, Six Month Smiles and implants. Each surgery is equipped with modern equipment and technology to help us diagnose and explain treatment options to you. We may suggest referral to a particular specialist when we are unable to provide your treatment at the practice. Children are encouraged to visit our dentists at an early age as we believe it is important to start a preventative dental care routine early in life.

DENTAL HYGIENISTS & ORAL HEALTH EDUCATORS

Our dental hygienists are trained in all aspects of dental care including scaling and polishing and our oral health educators give advice on promoting dental health.

EMERGENCY CARE

We endeavour to see any patient who may have a dental emergency during our normal opening hours. Should you have a dental emergency outside the normal practice hours, our answer phone message will provide information on obtaining treatment. NHS England is responsible for providing out-of-hours emergency care.

MISSED APPOINTMENTS

We manage our appointments systems to avoid delays in appointment times and minimise loss of surgery times through cancellations and failed appointments. If an appointment is broken or cancelled without giving us 24 hours' notice, we may be unable to provide you with NHS care in the future. More than 2 failed appointments may result in the withdrawal of dental services. Our missed appointment policy is displayed in the Reception and waiting areas.

PAYMENTS

Payments Costs of treatment options will be given to you during your visit. Our dental fees are paid in advance so please be prepared to pay when asked to do so. Payments can be made by cash, debit and credit cards. We also offer a monthly payment plan through Denplan.

CONFIDENTIALITY

We maintain strict confidentiality of patient records and information and do not divulge any patient information to any third parties without the patient's expression consent. Our staff have received training in our practice confidentiality policy.

YOUR SAFETY

We would like to reassure our patients that all necessary precautions are taken to safeguard both patients and staff against cross-infection. We follow the recommended guidelines for infection control with regard to the sterilisation of instruments and the use of disposable items.

COMMENTS ABOUT OUR SERVICES

We hope you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause of dissatisfaction and improve our service. We take patients complaints seriously and aim to resolve concerns as swiftly as possible. Our complaints procedure is displayed in our waiting area.

HELP US TO HELP YOU

If you change your address or telephone number, please let us know. This helps keep our records up to date and our recall system more efficient. From time to time we may ask you to fill in a confidential Medical History Questionnaire to assist in your treatment. Please follow any preventative advice given to you by your dentist and keep to the recall period agreed with your dentist.