

Information available from Care Dental Windsor under the Freedom of Information Act publication scheme

Published information	How it can be obtained	Cost
<p>Class I - Who we are, what we do (organisational information, structures, locations and contracts)</p> <p>Principal: Dr Rajan Syal BDS(Manc) 1993- Male Holder of the NHS contract for Care Dental Windsor GDC No: 69471 Part Time</p> <p>Practice Manager: Beryl Beard Part Time</p> <p>NHS Dentists: Dr Jagdeep Poonia BDS(Manc) 2008 - Male GDC No: 50074 Part Time Dr Shiven Patel BDS(Lond) 2005 - Male GDC No: 85882 Part Time Dr Rangika Weerasuriya VT/GPT 2010 -Male GDC No: 77110 Part Time</p> <p>Private Periodontal Specialist: Dr Kuljeet Mehtra BDS (Punj) 1992 FDS RCS(Eng) 19929 MClintDent (Lond) 2002 MRD RCS(Edin) 2003 -Male GDC No: 81789 Part Time</p> <p>Private Prosthodontist & General Dental Practitioner Dr Assif Ahmed BDS(Lond) 2002 MFDS RCS Eng 2004 GDC No: 80970 Part Time</p> <p>Private Endodontist Dr Marina Spanaki DipDS(Thessaloniki) 2000 -Female GDC No: 78792 Part Time</p> <p>Hygienist/s: Anna Stocker Dip Dent Hygiene (Lond) 2004 -Female GDC No: 6536 Part Time Kathryn Trusswell CEB Dip Dent Hygiene (Lond) 2001 Dip Dental Therapy (Lond) 2001- Female GDC No: 5794 Part Time</p> <p>Head dental nurse: Emma Witty RDN (NEBDN 1999 UK) GDC No:113259 Qualified Dental nurses: Hannah Otto RDN (NEBDN 2010 UK) GDC No:188195 Sarah Heary Verified Competency in Dental Nursing GDC No:158949</p> <p>Trainee Dental Nurses: Courtney Woodham</p> <p>Head Receptionist: Elizabeth Jenkins</p> <p>Receptionists/s: Courtney Woodham, Emma Witty, Hannah Otto, Sarah Hearey, & Beryl Beard</p>		

Others:
Health and Safety Manager: Dr Rajan Syal
Clinical Governance Leader: Dr Rajan Syal

Complaints Manager: Beryl Beard
Infection Control Manager: Emma Witty

Practice address:
 6 The Parade 67 Dedworth Road
 Windsor Berkshire SL4 5AZ

Telephone: 01753 623723
Email: info@caidentalwindsor.co.uk
Web: www.caidentalwindsor.co.uk

Main contact name: Beryl Beard

Opening hours: Mon-Fri 8.45am to 5.45pm
 Wednesday evening surgery until 7pm

<p>Class 2 - What we spend and how we spend it (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>Information about the previous and current financial years and the final cost to the PCT/LHB/HPSS is available from East Berkshire PCT King Edward VII Hospital Windsor Berkshire SL4 3DP Tel: 01753 860441</p>	<p>Hard copy CD ROM</p>	<p>10p per sheet £4 per CD</p>
<p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>Information about our plans, performance indicators, audit inspections and reviews is available at the practice: We carry out these audits and reviews: We run a system called Clinical Governance Made Simple which has 12 practice meetings, 2 clinical governance team meetings, two audits of x-ray safety per year, one audit of infection control, and at least 3 other planned internal practice audits per year. If there is a problem (non-conformance) we will carry out an ad-hoc audit and implement corrective and preventive measures. We perform an annual management review for a year-on-year improvement in standards. At this meeting we review all of the meetings and audits that have occurred throughout the year as well as any problems or non-conformances.</p> <p>All equipment is inspected daily for function and safety. Every piece of equipment also has regular equipment inspection and testing as recommended by the manufacturers. Our pressure vessels are insured, inspected and tested according to the pressure vessels regulations. Our cross infection procedures are verified and recorded. Our x-ray equipment is tested every three years. Our portable electrical equipment is inspected and tested regularly.</p>	<p>Hard copy CD ROM</p>	<p>10p per sheet £4 per CD</p>
<p>Class 4 – How we make decisions (Decision making processes and records of decisions)</p> <p>The decisions are made following discussions during practice meeting, which are recorded and copy of relevant decisions are available from the Practice Manager, who has the authority to make day to day decisions regarding the running of the practice.</p>	<p>Hard copy CD ROM</p>	<p>1 10p per sheet £4 per CD</p>

<p>Class 5 – Our policies and procedures</p> <p>Most of our policies and procedures are found in a document called ‘Practice Policies and Procedures’</p> <p>These include: Being Open, Child Protection, Child Safety, Disability, Patient Care, Patient Complaints, Patient Confidentiality, Patient Consent, Patient Payment, Prescribing and Prescription, Communication, Computer and Internet, Data Protection, Evidence-based Dentistry, Freedom of Information (request for information), Health & Safety, Infection Control, Prevention and Public Health, Prevention Strategy in Line with guidelines on ‘Delivering Better Health’, Record Management, Refusing Access to Patients, Raising Concerns, Risk Management, the Safe Use of X-ray Equipment, Treatment Planning, Disciplinary, Grievance, Dress and Personal Appearance, Employment and Induction, Equal Opportunities, Harassment, Holiday Sickness Cover, Personal Development and Training, Redundancy, Sickness and Absence, No Smoking, Stress, Violence and Aggression at Work, Maternity Leave and Pay, Adoption Leave and Pay, Flexible Working Application Paternity Leave and Pay, Parental Leave, Family Emergency Leave.</p> <p>Our written procedures include: Record Keeping), Data Protection (M 216), Grievance Procedure (M 227A), Disciplinary Procedure (M 227B), Staff Terms and Conditions (Confidentiality M 245A) (M 257), Health and Safety (M 250) Accident Reporting (M 252) Medical Emergencies (M 253), Emergency Drugs (M 254), First Aid (M 256), Infection Control (M 257), Inoculation Injury (M 258), Personal Protective Equipment (M 261), Fire Safety (M 266), COSHH (M 267), The Storage and Dispensing of Prescription Drugs (M 268), Waste (M 269), Lasers (M 273), Pressure Vessels (M 274), Mercury Management (M 270), Display Screen Equipment (M 272), Lasers (M 273), The Safe Use of X-rays (M 275), Manual Handling (M 276), Welfare Arrangements (M 278), Asbestos Management (M 279), Violence and Aggression at Work (M 284), Young People at Work (M 286), Child Protection (M 295),</p> <p>We take every complaint very seriously and make every effort never to have an unhappy patient. To this end we operate a practice based complaint procedure (M 213). You can complain in person, by telephone and in writing to the Practice Manager. We will reply within three working days and following an investigation we will be able to respond fully within 10 working days.</p> <p>Every complaint is logged and its progress is tracked.</p>	<p>Hard copy CD ROM</p>	<p>10p per sheet £4 per CD</p>
<p>Class 6 – Lists and registers</p> <p>NONE HELD</p>		
<p>Class 7 – The services we offer</p> <p>We provide these services under contract to the NHS:</p> <p>General Dentistry</p> <p>The current NHS charges are: Band 1 - £16.50 Band 2 - £45.60 and Band 3 - £198.00</p> <p>The languages we speak and the availability of interpreters:</p> <p>English, Greek and Punjabi. We can arrange for an interpreter but this may delay your treatment. Wherever possible we request that you attend with someone who can interpret for you.</p> <p>Our arrangements for out of hours emergency care:</p> <p>Please call the surgery number, 01753 623723 and follow the guidance given in the answer phone message.</p> <p>You may also seek advice from NHS Direct This service is available 24 hours a day and is staffed by fully trained advisers. NHS Direct can</p>		

be accessed via the website at www.nhs.uk/nhsdirect or telephone 0845 4647. In the unlikely event of the practice having to close during surgery hours please call the surgery number, 01753 623723 and follow the guidance given in the answer phone message.

The details of access to the premises for people with disabilities:

The practice is on the ground floor and all treatment rooms and cloakroom have disabled access. Please inform us when booking your appointment if there is a disability that you will require any assistance with. Our staff are trained to assist people who have a disability, we will be guided by you and follow your instructions throughout your time at Care Dental Windsor.

We have a Periodontist, Oral Surgeon, Endodontist, (root canal therapy), Implantologist and a Prosthodontist.

We also have dental hygienists

We provide Cosmetic Bonding

Root Canal Therapy, Periodontal treatment, Implants and dentures

We provide general dental treatment for all ages regardless of ethnicity, gender, disability or sexual orientation

Other: Appropriate referrals will be made for Orthodontic treatment.

The following information leaflets are available:

Practice leaflet

NHS Dental Services in England and Wales

Patient information leaflet on Crowns

Patient information leaflet on Root canal therapy

Patient information leaflet on Implants

Patient information leaflet on Gum Disease

Patient information leaflet on Oral Hygiene

Patient Information leaflet on Invisalign (Orthodontic Treatment)

Patient information leaflet on Periodontal Disease

Patient information leaflet on Whitening

Patient information leaflet on Wisdom Teeth Removal

Take home instructions for after Extractions

Take home instructions after Surgical Procedures

Take home instructions for new Dentures

Hard copy

Free