



**Brecknock Dental (P J Shah)**  
**37 Brecknock road**  
**London**  
**N7 0BT**  
**02074851102**

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### **Welcome to our practice**

Welcome to our dental practice and thank you for choosing to come to us for your dental care. This leaflet will give you some important information about the services we are pleased to offer to our patients. If you would like to be a patient of ours please contact us via the details above.

We endeavour to create a friendly dental practice that puts emphasis on the quality of our dental care and the safety and cleanliness of our work place. Many of our patients choose this practice because a friend or a relative has recommended us to them. We consider this to be the best compliment we could be paid!

Experience has shown that regular visits to the dentist and hygienist are important to help maintain the health of your teeth and gums. This forms the basis of our philosophy and we recommend regular dental check-ups to avoid problems at a later date.

### **Dentists:**

Dr Paresh J Shah BDS Dundee UK (1979) – GDC 53131- Co-principal  
Dr Neil Maroo BDS Bristol (2013) – GDC 244235 – Co-principal  
Dr Elaine Di Bernardi BDS Brazil (2000) MSc DPH London (2013) – GDC 171115  
Dr Nabil Al-Bayaa BDS (2003), MJDF RCS (England), MSc in Prosthetic Dentistry London (2006) – GDC 171052  
Dr Vanesca Costa BDS Brazil (2001) MSc Endodontics Portugal (2006) – GDC 147871  
Dr Ana Gomes BDS Brazil (2002) MSc Endodontics Portugal (2006) – GDC 248662  
Dr Jeison Gabriel Da Silva BDS Brazil (2012) MSc Regenerative Dentistry KCL (2016) – GDC 277958  
Dr Lorella Villa De Lima BDS Brazil (2000) – GDC 104389  
Dr Monica Gilabert Hernando BDS Spain (2014) – GDC 254451  
Dr Ankeet Shah MChD, BChD, BSc Leeds (2016)  
Dr Aysha Younis BDS KCL London (2018) – GDC 278399  
Dr Evie Hay BDS KCL London (2019) – GDC 284166

### **NHS details:**

We hold a general dental services NHS contract, provide sedation services and orthodontic activity. It is a partnership between Dr PJ Shah and Dr NP Maroo. For further details about primary care services in the area please contact: NHS England London, Skipton House, 80 London Road, London, SE1 6LH. [England.Lon-dental@nhs.net](mailto:England.Lon-dental@nhs.net) <https://www.england.nhs.uk/london/contact-us/>

We are proud to be appointed a dental foundation training practice. The dental foundation trainer is Dr Neil Maroo and the dental foundation trainee is Dr Evie Hay.



### **General information:**

Practice opening hours: Monday – Friday: 9.00am – 6.00pm  
Saturday: 9.00am – 3.00pm  
Sunday: Closed

We always try to see patients at the appointed time however if you are kept waiting, there is normally a good reason. Please excuse us and be patient.

If you have to cancel or alter an appointment we request **AT LEAST 24 HOURS NOTICE**. This enables us to make alternative arrangements to see other patients in need of urgent dental care. As a result of this, if you continue to fail to attend, attend late or cancel an appointment without sufficient time for us to make alternative arrangements, we regret that we may decide not to offer you NHS treatment going forward. For private appointments that are missed or cancelled within 24 hours we reserve the right to charge £30 per half hour of treatment time lost.

Unfortunately, we do not have disabled access at our Dental practice. If this is required please inform us and we shall find you a dental practice with disabled access in a location near to you.

Please ask for our patient leaflet “Your Personal information – How we look after and safeguard information about you” if you want to know about it.

### **What kind of treatment do we offer?**

◇ We offer a full range of dental treatments. Patients (both adult and child) can choose to be seen entirely privately, receive a mixture of NHS and private treatment, or receive only NHS dental treatment. Please note that not all dentists in the practice see NHS patients.

◇ Any treatment not covered under the NHS can be carried out on a private basis. This includes tooth whitening, implants, large white fillings and white crowns on back teeth, amongst many others.

### **How often should I see my dentist?**

Your dentist may change their recommendation on how often you need a dental check-up, based on your individual oral health needs. This is based on the National Institute for Health and Clinical Excellence (NICE) guidelines. People with greater treatment needs may need to attend more often than before (3 to 6 months), whereas people with good oral health may only need to attend once every 12 to 24 months.

### **How much will I pay for my dental treatment?**

◇ Our staff will inform you of the initial costs of a consultation. Following a detailed examination by your dentist, we will discuss with you a treatment plan of your choice, together with an estimation of charges. A written treatment plan is always offered for any extensive dental treatments or upon request.

◇ NHS and Private Treatment Fees change on an annual basis. Please see practice posters or ask a member of staff for more details.

◇ Some people may qualify for full or partial exemption from NHS dental charges. If you would like more information on this, please ask our receptionist or visit the NHS website for dental services.

◇ Please note that patients who fail to complete a course of NHS dental treatment may need to pay a further charge if they return at a later date to continue with their dental treatment.

### **When do I pay for my treatment?**

◇ Under the new NHS regulations, the Practice is entitled to ask you to pay the full costs of your treatment in advance, before beginning your treatment.

◇ We may ask you for a deposit for any treatment involving laboratory-work.

◇ For private treatments a deposit is required to secure the appointment.



### **When can my dentist or the dental practice refuse to see me?**

A dentist or the dental practice may remove you from their register for any of the below reasons:

- ◇ Missed appointments or cancellations within 24 hours or persistent lateness
- ◇ Non-payment of treatment
- ◇ Failure to follow dental recommendations
- ◇ Abuse or violence to staff, theft or damage to the premises (will also result in reporting to relevant authorities).

### **What if I wish to make a complaint?**

It is practice policy to always improve the services we provide to our patients. If you wish to make a complaint about the services you have received, please ask for our complaints policy.

### **What if I have an emergency?**

- ◇ Should you need to see the dentist urgently, please call early in the day to give us the best chance to see you that day.
- ◇ We will endeavour to see all patients who attend for emergency dental treatment as quickly as possible.
- ◇ For NHS urgent out-of-hours dental care please call: **111**
- ◇ Details can also be found on the practice answer machine outside of working hours.