

## **Complaints**

If you are not satisfied with the care and service provided please contact our practice manager Mrs Becky Robinson who can assist and advise you on any concerns. All complaints are dealt with in utmost confidence and in accordance with our practice complaints policy.

Copies of our complaints policy can be provided on request.

## **Comment Cards**

We encourage our patients to complete an optional comments card providing us with important feedback on service and care. This gives us an opportunity to deliver the best possible care to all our patients. Cards are available at reception and returned anonymously.

## **Confidentiality**

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest of confidence in accordance with practice policy (copies available at request).

## **Directions**

You can find us on Eyre Street, which is a one way road off the A61 in Clay Cross

and is the main turning to the M1. The surgery is half way down on the right hand side.

## **Car Parking**

Free parking is available for up to 2 hours opposite the practice. There are numerous other car parks in Clay Cross without any time restrictions.

## **Access**

In accordance with Disability Discriminatory Act (DDA), our practice can see and treat the majority of patients. For access queries please contact our reception staff who will be happy to advise.

## **Derbyshire and Nottinghamshire Area team contact details:**

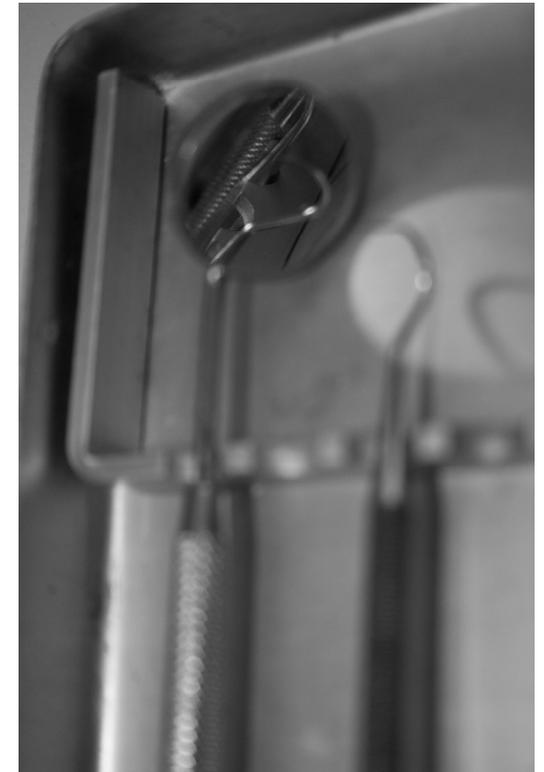
NHS England, Derby's & Notts Area Team, Birch House, Ransom Wood Business Park, Southwell Rd West, Notts NG21 OHJ. Tel: 0300 300 1234

**Thank you for your time and attention.**

## **Eyre Street Dental**

**3 Eyre Street, Clay Cross Chesterfield  
S45 9NS**

**Tel: 01246 865914**



**Patient information leaflet**

## **Welcome to our Practice**

We are experienced and established dental surgeons in Clay Cross with over 25 years service. Our aim is to provide an excellent standard of dental care, in caring and comfortable surroundings. We have a friendly and loyal dental team who endeavour to make all patients welcome.

The dentists at Eyre Street Dental are:

Dr BS Chatha BDS (Sheff 1990)

Dr R Rupra BDS (Sheff 1993)

Dr N Shaw BDS (Sheff 1996)

And associates

### **Opening Hours:**

Mon 9.00 - 6.30pm

Tues 8.30 - 6.30pm

Wed 8.30 - 5.30pm

Thurs 8.30 - 7.00pm

Fri 9.00 - 5.30pm

## **NHS/Private Treatment**

We currently treat both NHS and private patients. We offer a full range of dental care including preventive, cosmetic and

aesthetic treatments. All patients can express their preference to which dentist they would like to see, which can be arranged by our reception staff.

We also refer to a network of specialists locally for orthodontics, oral surgery and complex root fillings. For availability of appointments and details of private treatment available please enquire at reception.

## **Emergency Care**

We aim to prioritise emergency appointments to regular patients. For in hours emergencies contact the practice on 01246 865914 and we will arrange an appointment as soon as possible.

For all out of hours emergencies please call Derby 01332 564911 (evening & weekends), or alternatively 111.

## **Missed Appointments**

We ask that patients take care to attend. In exceptional circumstances cancel or re-appoint with reasonable notice. This will enable your appointment time to be given to someone who needs it. The practice reserves the right to decline to complete or offer treatment on the NHS in future if patients miss two appointments.

## **Paying for Treatment**

The dentist will explain when payments will need to be made. All patients are given a breakdown of NHS and Private fees in clear estimates prior to dental treatment. We ask that payments be made by either cash or cheque.

## **Recalls**

The dentist will discuss with you about a suitable period of time between dental examinations in accordance with National Institute for Clinical Excellence guidelines (NICE). Check-up intervals may vary between patients.

## **Conduct**

As we promote a friendly and caring service, we will not tolerate any verbal or physical harassment from patients to any member of our dental team, and we therefore reserve the right not to provide treatment to any patients who are deemed to be so. This is in accordance with the NHS England policies.