

About us:

Quex dental care is a well established dental practice that has been managed by its principal since 1999.

At *The Quex dental care* we have tried to reach a happy balance between technology, surroundings and care for the environment.

The practice is fully computerized, with no conventional x-rays. Surgery, sterilization and administration equipment is all state of the art technology with a digital x-ray system that reduces exposure to a minimum and enables immediate viewing of your images.

- We hope that you'll agree that we have managed to create a very pleasant, friendly and most of all relaxing environment for your dental visit – no nasty dental smells or noises – just attention to your comfort and experience with us – in fact we've been told that we'll have trouble getting people to leave!

- Care for The Environment is a huge priority for us all at *The Quex dental care* and is something we intend to develop further with time to minimize our impact on this wonderful planet

We aim to offer you top quality dental care, in a safe and comfortable environment, using the latest equipment, materials, procedures and techniques. We also ensure that we only use dental laboratories with the same high standards as ourselves.

Call for an appointment on 020 7624 4302



Opening Hours

Monday - 9.00 am until 1.30 pm 2.00 until 6.00 pm

Tuesday - 9.00 am until 1.00 pm 2.00 until 6.00 pm

Wednesday - 9.00 am until 1.00 pm 2.00 until 6.00 pm

Thursday - 9.00 am until 1.00 pm 2.00 until 6.00 pm

***Friday** - 9.00 am until 1.00 pm 2.00 until 5.30 pm

***Saturday** - 9.00 am until 1.00 pm *by appointments only*

*During this time appointments will be made with our Hygienist

For an appointment please call
020 7624 4302
Or visit us at
www.quexdentalcare.co.uk
10 Quex Road London
NW6 4PL



QuexDentalCare

Tel: 020 7624 4302 OR 020 7419 1812
info@quexdentalcare.co.uk www.quexdentalcare.co.uk

Welcome to our dental practices

We extend you a warm welcome to our long established family practices, where we aim to make your visits as comfortable as possible. We take great pride in the quality of our dentistry and all our clinicians undertake regular postgraduate training. We have a programme of continual modernisation which we hope is to your benefit and our premises are fully computerised with the latest in dental software and digital radiography. We hope this leaflet will answer most of your questions about our services, but if you have any further queries please do not hesitate to ask.

Registering with the practice

If you would like to register at our practice, please telephone the appropriate number or call in and speak to the receptionist who will be happy to arrange an appointment for you. You can register your children with the practice at any age.

Once they are registered, they can, in addition to normal NHS treatments, receive preventative advice and treatments such as fissure sealants. You can express a preference about which dentist you see. We will endeavour to accommodate your request, but this may not always be possible. Please discuss your options with the receptionist when booking your appointment.

Patients who are violent or abusive to practice personnel or other patients at the practice will be refused treatment and reported to the appropriate authorities.



Does your smile compliment you?
Let Quex Dental Care help you make sure it does

Our range of services

We are able to offer you a full range of NHS services including preventative and restorative treatment, crowns, bridges and dentures.

A full range of private treatments are also available, including cosmetic dentistry and implants which are not available on the NHS.

Patient Confidentiality

At this practice we take confidentiality very seriously. Our Confidentiality Policy is available on request. Should you ever wish to see your dental records, please first ask your dentist who will advise you of the procedure.

If you wish to discuss sensitive issues away from reception then please feel free to ask to speak to a member of staff privately and we will endeavour to talk to you in a separate area.

Treatment Plans

After your examination or assessment you will be given a fully itemised treatment plan and estimate. This also outlines appointment times and costs per visit.

We are fortunate, at the practice, to have a **hygienist** who will carry out dental hygiene and periodontal treatments.

Payments

It is our policy to ask for payment at the end of each visit. We accept cheques, cash and the major credit and debit cards. If you wish to discuss alternative arrangements, please contact the Practice Manager before starting your course of dental treatment.

Health & Safety and Cross Infection Control Policies

We also want your visit to be as safe as possible. To this end we follow the highest standards of cross-infection control with state of the art disinfection and sterilisation equipment. Our practice health and safety and cross-infection policies are available to view at reception.

Patient Communications

We do appreciate your opinion regarding the way we run the Practice and would like to know in any way you feel we could improve our service to you. In the future we will be implementing regular patient surveys to enable you to provide us with valuable feedback.

Complaints Procedure

Should there be an occasion when we fall short of our own high standards, please let us know and we will do everything we can to rectify the situation. Our full procedure for handling complaints is also on display in the reception area.

Cancelled or Failed Appointments

Please advise us as soon as possible if you are unable to keep an appointment. We do normally make a charge for late or non-attendance and for cancellations where we have less than 24 hours notice. To help you remember your appointments we can provide a courtesy call prior to each visit. Let us know if you would like us to do so. This will be extended to text and email messages in the future.



Phone: 0207 6244302

E-mail: info@quexdentalcare.co.uk

www.quexdentalcare.co.uk