

Information available from Tudor Lodge Dental Practice (providing dental services under contract to the NHS) under the Freedom of Information Act model publication scheme

Information covered by this scheme is only about the general dental services we provide under the National Health Service Act 2006 or the National Health Service (Wales) Act 2006.

Information published and Available	How the information can be obtained	Cost
<p><u>Class 1: Who we are and what we do</u></p> <p>This is the current information only</p> <p>The practice is a General Dental Practice, offering General(NHS & Private)and Cosmetic(private) Dentistry as well as Orthodontistry (private) :</p> <ul style="list-style-type: none"> – <i>Treatment of disease, disorder and injury</i> – <i>Surgical procedures</i> – <i>Diagnostic procedures</i> – <i>Orthodontics and Invisible and Clear Braces</i> – <i>Endodontics (Root Canal) Treatment</i> – <i>Hygiene & Teeth Whitening</i> – <i>Cosmetics Dentistry and Facial Rejuvenation</i> 	<p>Contacting the reception by Phone, email or in writing.</p> <p>Practice Leaflet</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £15 may be charge for hard copies</p>

<p><u>Who's who in the practice:</u></p> <ol style="list-style-type: none"> Principal and owner: Dr. Shahrzad Radpour (GDC :73777) Associate: Dr. Sima Salehi (GDC: 60662) Dr. Karina Kowalski (GDC 211311) Orthodontist: Dr. Morvarid Simiab (GDC: 79635) Endodontics Registrar: Dr. Negin Mosahebi (GDC: 75068) Hygienists: Ms. Prabhahini Rajatnam (GDC: 105151) Mrs. Marguerite Pease (GDC: 4516) Ms. Raimonda Bruzgyte (GDC: 221452) Nursing Staff: Mrs. Gabriela Phillips Ms. Edita Suhajdova Mrs. Petra Olteanu Receptionist: Ms. Vicky McDonald Mrs. Gudron Freyer Ms. Tirajeh Hadidi Practice & Business Development Manager: 	<p>Contacting the reception by Phone, email or in writing.</p> <p>Practice leaflet</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £15 may be charge for hard copies</p>
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Class1: Continued:				How the information can be obtained	Cost																												
Contact details for the practice: Address: 239, Petersham Road, Ham, Petersham Richmond, Surrey, TW10 7DA Telephone: 020 8940 47 47 (2 lines) Email: info@tudorlodgedental.com reception@rudorlodgedental.com Website: www.tudorlodgedental.com				Contacting the reception by Phone, email or in writing. Practice leaflet You can also visit our website. Please see section below for details	Free on the website Up to £15 may be charge for hard copies																												
Opening hours: <table><tr><td>Days</td><td>Opening Time</td><td>Lunch Time</td><td>Closing Time</td></tr><tr><td>Monday</td><td>9.00 am</td><td>1.00–2.00</td><td>5.00 pm</td></tr><tr><td>Tuesday</td><td>8.30 am</td><td>1.00–2.00</td><td>5.00 pm</td></tr><tr><td>Wednesday</td><td>9.30 am</td><td>2.00–3.00</td><td>7.30 pm</td></tr><tr><td>Thursday</td><td>8.30 am</td><td>12.30-2.00</td><td>7.00 pm</td></tr><tr><td>Friday</td><td>8.30 am</td><td>-----</td><td>2.30 pm</td></tr><tr><td>Saturday</td><td>9.00 am</td><td>-----</td><td>4.00 pm</td></tr></table> <p>Please note that on Saturdays we only book for: Hygiene, Orthodontics, Private General and Cosmetic Dentistry</p>				Days	Opening Time	Lunch Time	Closing Time	Monday	9.00 am	1.00–2.00	5.00 pm	Tuesday	8.30 am	1.00–2.00	5.00 pm	Wednesday	9.30 am	2.00–3.00	7.30 pm	Thursday	8.30 am	12.30-2.00	7.00 pm	Friday	8.30 am	-----	2.30 pm	Saturday	9.00 am	-----	4.00 pm	Contacting the reception by Phone, email or in writing. Practice leaflet You can also visit our website. Please see section below for details	Free on the website Up to £15 may be charge for hard copies
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<u>Class 2: Financial Information</u>	How the information can be obtained	Cost
<p>We have information about:</p> <ul style="list-style-type: none"> • The cost of NHS treatment and Treatment Bands • Entitlement to exemption and remission from NHS dental charges • Our private charges <p>Our income from the NHS derives primarily from monthly fees based on the number of Units of Dental Activities (UDAs) performed and value of which was fixed and agreed in 2005. Breakdown of UDAs to treatment Bands are:</p> <p style="text-align: center;">Band 1 = 1 UDA Band 2 = 3 UDAs Band 3 = 12 UDAs</p> <p>The payment we receive on from NHS on monthly basis is the agreed UDA price minus the amount paid by the patients.</p>	<p>Contacting the reception by Phone, email or in writing.</p> <p>Practice leaflet</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £25 may be charge for hard copies</p>
<u>Class 3: What our priorities are and how we are doing</u>	How the information can be obtained	Cost
<p>We have various strategies and plans, performance indicators, audits, inspections and reviews in place to help us with improving and developing our plans. These include:</p> <ul style="list-style-type: none"> - Continued Patient Surveys - NHS Satisfaction Surveys - Internal Audits - Continued Professional Development 	<p>Contacting the reception by Phone, email or in writing.</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £25 may be charge for hard copies</p>
Class 4: How we make decisions	How the information can be obtained	Cost
<p>We run a patient and staff lead decision making process.</p> <p>All ideas which effects the practice and our treatments of patients are discussed in our weekly Staff Meetings (taking into account any points made by our patents). Once a consensus is reached, this new policy / plan is implemented.</p>	<p>Contacting the reception by Phone, email or in writing.</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £50 may be charge for hard copies</p>

<u>Class 5: Our policies and procedures and Patient Information</u>	How the information can be obtained	Cost
<p>At Tudor Lodge Dental Practice, we have comprehensive policies, protocols and procedures relating to :</p> <ul style="list-style-type: none"> - Clinical Governance - Care Quality Commission - Health and Technical Memorandum 01-05 (HTM01-05) relating to Decontamination and Cross Infection in primary care dental practice - Information Governance (including data protection and confidentiality) - Patient Information leaflets and policies including: <ul style="list-style-type: none"> o Types of dental treatment o Healthy diet o Healthy teeth o Reducing anxiety about dental care o Other health information o NHS information leaflets. - Complaints Policies and Procedures (please ask the reception or email us) 	<p>Contacting the reception by Phone, email or in writing.</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £50 may be charge for hard copies this.</p>
<u>Class 7: This Guide</u>	How the information can be obtained	Cost
<p>This guide will be reviewed regularly and we will also keep the list of publications up to date.</p> <p>We are required by the Freedom of Information Act to respond to requests from the public to access recorded information that we hold. There are some exemptions to this right and it does not change the rights of our patients to have all of their personal information kept strictly confidential and available to them on request.</p>	<p>Contacting the reception by Phone, email or in writing.</p> <p>You can also visit our website.</p> <p>Please see section below for details</p>	<p>Free on the website Up to £50 may be charge for hard copies</p>

Date Set Up:	November 2010
Date Reviewed:	February 2015
Set Up By	Dr. Cyrus Mehdi-Zadeh Manager and IG Lead