

## General

Thank you for choosing Tudor Lodge Dental Practice and we would like to welcome you as a new patient to our practice. We provide the full range of NHS General Dentistry to all members of public/children and NHS exempt patients. We also provide private treatment, including: **Implant, Orthodontic, Endodontic (root canal) and Cosmetic Dentistry** to improve your smile. For further information on please contact our reception or visit our website: [www.tudorlodgedental.com](http://www.tudorlodgedental.com).

## Members of Practice

**Principle Dentist :** *Dr. Shahrzad Radpour* B.D.S (Royal London Hospital Graduate), BSc, PhD [GDC No. 73777],

**Associate Dentists :** *Dr. Sima Salehi* B.D.S (University College London) ; L.D.S.R.C.S (ENG) [GDC No.: 60662],

*Dr. Karina Kowalski* B.D.S (Kings College London) [GDC No.: 211311]

**Orthodontist:** *Dr. Morvarid Simiab* M.DS, DDS, Copenhagen Dental School. Special interest in treatment of Children. Lecturer in Orthodontics at Copenhagen Dental School. [GDC No.: 79635]

**Endodontics (root canal treatment):**

*Dr. Negin Mosahebi* BDS (Kings College London), MFDS, RCSEd, MSc. Clinical demonstrator at Kings College Hospital. [ GDC No.: 75068]

**Implant :** *Dr. Ian Seddon*, BDS (Manchester University) [GDC No.: 64868]

**Hygienists:** *Mrs. Marguerite Pease* RDH, Leeds Dental Hospital, [GDC No.: 4516]

*Ms. Prab Rajaratnam* RDH (University of Sheffield), BSc. MSc. [GDC No. 105151]

*Ms. Ramona Burzgyte* BSc, RDH (University of Leeds) [GDC 221452]

Our dentists are backed up by our committed support team, who are:

**Nurses:** *Mrs. Gaby Phillips* (GDC 240544), *Mrs. Petra Olteanu*, *Miss Edita Suhajdova*

**Receptionist:** *Miss Vicky McDonald*, *Ms. Gudrun Freyer*; *Miss. Teresa Hadidi*.

**Manger:** *Dr. Cyrus Mehdi-Zadeh*

## Appointments

Appointments can be made by contacting us on: **0208 940 47 47** or via e-mail: [reception@tudorlodgedental.com](mailto:reception@tudorlodgedental.com). Our aim is to see

patients at the appointed time. If there is a delay and you are kept waiting, be assured that there is a good reason. Please be understanding as it could be you who needs the extra time for your treatment next time. You can express a preference about which dentist you will see. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointments.

## Cancellation Policy:

**NHS:** Missing appointments wastes time and resources which are needed for other patients. Our practice policy (in line with SWPCT) states that, on more than one occasion, patients cancel with less than 24 hours notice or do not attend an appointment, then we reserve the right not to offer NHS treatment.

**Private:** Minimum of 48 hours notice of cancellation is required. Failure to do so may result in a charge depending on treatment. We reserve the right to always charge a deposit for any treatment.

*We will of course take any special circumstances into account.*

## Emergency Service

**Weekdays:** Please call us during our normal surgery hours or leave a message during out of hours.

**Week-ends, Bank Holidays and Out of Hours:**

**Please call 0203 402 1333 or NHS 111.**

## NHS Treatments

Please ask the reception for eligibility and charges. It is important to note that the NHS provides treatments necessary to maintain and secure oral health. Aesthetic and cosmetic treatments are done privately.

**Please Note:** If you do not attended a routine examination for more than 2 years, you will not be considered a current NHS patient and will not have access to emergency NHS treatment and will be treated as a newly registered NHS patient.

## Private Treatment

If you would like to be seen as a private patient, or would like to receive information on this, please ask our receptionist. It is worth noting that the current government regulations allow dentists to provide both NHS and non-NHS treatment on the same tooth by agreement with your dentist. Please ask your dentist for further information.

Our dentists would be happy to discuss the differences between the NHS and private treatments as well as providing you with a detailed private treatment plan.

## Charges

**All our charges are published in our website and are available at reception**

## Other Information

▪ **Keeping us informed:** It is crucial for you to inform us of details of your medical conditions and any medications that you may be taking. Please either note the names of the drugs or preferably bring in your prescription/s each time you attend. It is vitally important for you to inform us of any changes to your medical condition or contact details.

▪ **Patient Confidentiality:** We take patient confidentiality extremely seriously and all personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy. To see a copy of this policy, please ask at reception.

▪ **Protection:** As a caring practice we are mindful of the dangers of cross contamination. In order to safeguard both our patients and staff against blood-borne infections such as Hepatitis and HIV Aids, we follow recommended guidelines and take all the necessary precautions with regards to sterilisation and disposal of clinical waste.

▪ **Complaints procedure:** We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact Dr. Zadeh who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from the reception.

▪ **Disabled access:** We endeavour to see all patients and our practice has been designed so patients with disabilities can access care.

▪ **Foreign languages:** We are proud to provide a multilingual surgery. These languages include: French, Danish, Czech, Russian, Polish, Portuguese and Persian.

▪ **Conduct:** Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

▪ **NHS Patient Advice and Liaison:** Please contact: **020 8934 3993 ; [pals@kingstonhospital.nhs.uk](mailto:pals@kingstonhospital.nhs.uk)**.

## Methods of Payment

We accept the following methods at the practice: Cash, Cheque (with a cheque guarantee card) and all major debit and credit cards. Please note that there is a handling charge for all credit cards.

## Opening Hours:

### Monday / Tuesday:

9.00 am – 1.00 pm  
2.00 pm – 5.00 pm

### Wednesdays:

9.30 am – 2.00 pm  
3.00 pm – 7.30 pm

### Thursday:

8.30 am – 12.30 pm  
2.00 pm – 7.00 pm

### Friday:

8.30 am – 2.30 pm

### Saturdays (Private Appointments Only):

9.00 am – 4.00 pm

## How to find us:



Transport: Bus numbers 65 and 371 from Richmond and Kingston stop just outside our surgery.

Car Parking: Free parking is available on all the surrounding roads, apart from the main route (A307, Petersham Road).



**239, Petersham Road  
Richmond,  
Surrey TW10 7DA**

**Telephone:**  
**020 8940 47 47**  
(2 lines)

**e-mail:**

**Reception / Appointments:**  
[reception@tudorlodgedental.com](mailto:reception@tudorlodgedental.com)

**Information:**  
[info@tudorlodgedental.com](mailto:info@tudorlodgedental.com)

**Website:**  
[www.tudorlodgedental.com](http://www.tudorlodgedental.com)