

Welcome to Avondale House Surgery Ltd  
37 Anson Street, Rugeley, Staffs. WS15 2BA  
01889 582 080

It is our aim to have a friendly yet efficient dental practice. Our team are happy to give their help, advice, and assistance. We want you to have a healthy smile that you can be proud of.

#### Our Dentists

Mr. Steven Singh BDS  
Miss Fatema Vohra BDS  
Mr. Paulius Libonas BDS  
Miss Lucy Waddingham BDS  
Miss Naila Khan BDS  
Miss Amrit Kaur BDS  
Mr Sachin Basandral BDS

You may request to see a particular dentist, and we will try to accommodate any such preference subject to capacity, such requests should be directed to the reception staff at the time of you booking your appointment.  
The surgery is a Limited Company and is registered under the Companies Act. Mr Steven Singh is the Director of this company and is also the principal dentist.

#### A guide to our practice

The practice is an NHS practice, which allows us to offer affordable treatment for everybody, including free treatment if you are:

Under 18  
Aged 18 in full time education  
Pregnant or Nursing Mother

Or if you are entitled to:

Income Support  
Income based Jobseekers Allowance  
Pension Credit Guarantee Credit  
NHS HC2 Certificate  
NHS Tax Credit Exemption

Partial exemption is applied to patients with a valid NHS HC3 Certificate

As well as our standard NHS treatments, we can offer some treatment independently.

Tooth whitening treatments are also available.

The surgeries are fitted with modern equipment to ensure comfort and patient safety.

All dentists ensure they keep up to date and attend regular courses. Our nursing staff is either fully qualified or working towards qualification.

We take cross infection control seriously. You can be confident that all necessary hygiene measures are in place to ensure your health and safety.

We keep appointments free to deal with urgent problems, if you need an appointment at short notice please phone early in the day.

We have ramped access for wheelchairs and pushchairs. Two of our surgeries are on the ground floor, as well as disabled toilet facilities.

We want to help you look after your smile; prevention is always better than cure. Our dentists are trained in all aspects of oral health. They can show you the best way to look after your mouth and carry out scaling and polishing to help keep your gums healthy.

We also offer Denplan care, a fixed monthly payment scheme that helps you to budget for regular affordable preventative care.

An out-of-hours emergency service is available for patients. In the event of a dental emergency out of normal surgery hours please telephone the practice, our answer phone message will advise you how to proceed.

NHS direct may be contacted on 111

The out of hours service is provided by and commissioned by our PCT.

We take pride in the quality of our service; if there is anything you are not happy with please let us know an informal suggestion box is located in the waiting room. We have a complaints procedure in place, formal complaints should be directed to the practice principal or your treating dentist and we will try to resolve any issues as quickly as possible locally. If you was to be unhappy with any treatment received at the practice you can also contact the Customer Contact Centre  
NHS England, PO Box 16738, Redditch, B97 9PT

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Telephone: 03003112233

If patients are still not satisfied with how their complaint has been dealt with by the provider or commissioner, you can also contact the Parliamentary and Health Service Ombudsman

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank,  
London  
SW1P 4QP  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Telephone: 03450154033

We take the security and safety of our staff very seriously and have a zero tolerance towards any abusive or aggressive behaviour. Any such behaviour could result in us refusing to offer any future appointments, such incidents may also be reported to the PCT and/or the Police.

#### Confidentiality

All patients records are kept confidential at all times. Patients records will not be disclosed to anyone without consent, apart from exceptional circumstances  
Patients have the right to access their own records, at a cost.

#### Payments

The practice accepts cash, cheques, Visa, MasterCard, Delta and Switch.  
Please note we require you to pay at each visit. You may be asked for a deposit or payment in full in advance of any laboratory work such as Dentures, Bridges, and Crowns being started.

#### Practice hours

Monday	9:00 - 1:00	2:00 - 6:00
Tuesday	9:00 - 1:00	2:00 - 6:00
Wednesday	9:00 - 1:00	2:00 - 6:00
Thursday	9:00 - 1:00	2:00 - 5:00
Friday	9:00 - 12:30	1:00 - 4:00

NHS Direct can be contacted outside these hours on 111.

If you have to cancel an appointment please give at least 24 hours notice whenever possible. Where appointments are cancelled at short notice or repeatedly missed the practice reserves the right to refuse any future appointments, in these instances we will notify the PCT that such action has been taken.

Further information on primary dental services may be obtained from the Primary Care Administrator at NHS England who may be contacted on 0300 7900233

#### NHS England regional team –

**Shropshire and Staffordshire office**, Anglesey House, Anglesey Court, Towers Plaza, Wheelhouse Road, Rugeley, WS15 1UL

# Avondale House Dental Surgery

01889 582080  
01889 580135

