



YOU ARE RESPONSIBLE FOR:

- Keeping your appointments
- paying your bill promptly
- Bring proof of entitlement when claiming help, with the cost of NHS treatment. If no proof is shown your eligibility will be checked
- Following your dentist's advice to prevent tooth decay and gum disease
- Treating staff with courtesy and respect

OUR TEAM:

Mr. Mohammed Malas;
BDS, Dip.Rest. Dent. RCS (London);
Director; Principal Dental Surgeon/
Foundation Trainer.

Mrs. Amani Ramadan; DN, ICC;
Director.

Mr. Asrar Ahmed;
BDS, M Sc Dental Implantology
(Bristol); Associate Implant Dentist.

Miss Muna Hussain;
BDS, Dental Surgeon.

Miss Rania Soudan;
BDS Dental Surgeon

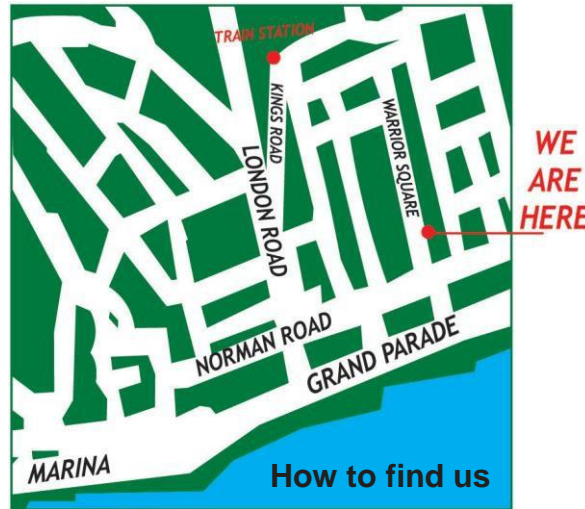
Ms. Anna Ashton;
Dental Hygienist.

*If you have preference of
practitioner please let us know;
we will Endeavour to
accommodate
You when possible.*

For a highly professional service in
dental surgery and preventative care
Call us on 01424 423033
During normal surgery hours

Monday - Friday
9:00 am - 1:00 pm
2:00 pm - 5:30 pm

Evening and Saturday appointments
may be available on a private basis
with prior arrangement.



USEFUL CONTACTS:

NHS England

NHS England South East (Kent,
Surrey and Sussex) Wharf House,
Medway Wharf Road, Tonbridge
TN9 1RE

Tel: 01732 375200

E-mail: england.southeastdental@nhs.net

NHS111

Telephone: 111 Free from any
landline/mobile phone

NHS Dental Complaints

NHS England, PO Box 16738
Redditch, B97 9PT
Tel: 0300 3112233

E-mail: england.contactus@nhs.net



01424 423033



Warrior Square Dental Practice
32a Warrior Square
St. Leonards On Sea
East Sussex,
TN37 6BS

www.warriorsquaredental.co.uk

warriorsquare.stleonards@nhs.net





WELCOME

Whether you are a new or existing patient we would like to thank you for choosing our Practice.

At Warrior Square Dental Practice it is our philosophy to promote dental health at all times. Therefore we provide high-quality treatments in a friendly environment. We are committed to continuing dental education and keeping abreast of the changes in modern dentistry. We encourage preventative techniques - helping you to understand how to maintain the health of your mouth and keep it free of tooth decay and gum disease. Also we recommend regular check-ups with intervals that follow the guidance from the National Institute for Health and Clinical Excellence (NICE). We are proud to have been accredited by Health Education Kent Surrey and Sussex as a training Practice for qualified dentists.

SPECIAL SERVICES AND DENTAL CARE

We provide NHS services for children and adult patients which includes all treatment necessary to secure and maintain oral health. We also provide a wide range of private dental care services, not available under the NHS, including but not limited to Hygienist Services, Cosmetic Dentistry, IV Sedation, Dental Implants, Stain Removal, Tooth Whitening and Smile Design.

FACILITIES FOR THE DISABLED

There is a limited wheelchair access to the Practice with the help of portable ramp. If you need full disabled access to a dental practice please contact the NHS Dental Helpline on 0300 123 1663 or check NHS choices.

APPOINTMENT AND EMERGENCY

You can make/ rearrange/ cancel an appointment with us in person or by telephone. In the event of an emergency please call us as soon as possible during opening hours on 01424 423033. Opening hours can be found on the back page.



We do not provide NHS dental services outside normal surgery hours. NHS England South East (Kent, Surrey and Sussex) is responsible for commissioning the services. If you require emergency treatment outside surgery hours please contact 01424 850792 for further details.

For non-urgent enquiries you may contact us by e-mail on warriorsquare.stleonards@nhs.net

CANCELLING/REARRANGING APPOINTMENTS

If you have to cancel or rearrange an appointment 24 hours notice is required, this enables us to see someone else who might be in pain.

Missed appointment, this is a waste of surgery time. It may result in us being unable to complete your treatment or offer you NHS treatment in the future. Please refer to our Attendance and Late Cancellation Policy.

There would be charge for missing any appointment that had been booked on a private basis, this charge depends on the length of appointment and starts from £25.

ANXIOUS? WE WILL HELP

We understand some people feel a deep-seated anxiety about dentistry. Please feel free to discuss your fears with us and we will do our best to help.

KEEP US INFORMED

If your address or telephone number changes please keep us informed. We need to keep an up-to-date list of any drugs you are taking and of your medical history. These details are strictly confidential.

SAFETY

As a caring practice we take all the necessary precautions to safeguard you and our staff.

We follow recommended guidelines with regard to sterilization of instruments and the use of disposable items.

We are happy to answer any questions you may have.

CHARGES

A list of the NHS charges is displayed in every surgery and in the Reception room.

You could qualify for free treatment under the NHS. Please ask for more information.

If not, you may be asked to pay the full charge of the treatment.

When undertaking any private treatment a 35% non-refundable deposit is required prior to booking any private appointment, the minimum charge is £25.

WAYS TO PAY

You can pay by cash, credit or debit card including Switch, Visa, MasterCard, Delta, Maestro and Electron (your PIN will be required). We do not accept American Express cards. Cheques are not accepted.

COMMENTS

We welcome all feedback and operate a full complaints procedure, If you have any comments or wish to make a complaint please contact Mr. Malas.

You can leave feedback about our service using the suggestion box at the Practice entrance, the Practice e-mail address warriorsquare.stleonards@nhs.net or the NHS choices website.

Please note we may refuse to treat patients who are rude, violent, fail to pay their bills or refuse to co-operate during treatment. In this case, we will inform the patient in writing and also the Surrey & Sussex Area Team.

ADDED INFORMATION

Patients' data is held in strict confidence in accordance with the Data Protection Act. We will not disclose your personal information to any third parties without obtaining your prior consent unless we are required by law to do so. If you wish to view your personal data please contact Mr. Malas.