



Moti Smile Design Centre
286 Aylestone Road
Leicester
LE2 7QT
0116 283 2334
www.motismiledesign.co.uk

Welcome to our Practice

Welcome to Smile Design Centre Ltd. Moti Smile Design Centre, a new state-of-the-art dental practice offering high quality dental care. We are a well-established family practice since 1988; we are fully committed to providing our patients with optimum care in preventive dentistry and oral health. With the recent advances in dental technology and facial aesthetics, our team is continuously dedicated towards gaining the necessary skills and experience to offer our patients the best treatments available. Moti Smile Design Centre has been designed as a centre of excellence catering for all ages and offering the latest in cosmetic dentistry in a relaxed, caring and highly professional environment.

This leaflet tells you about our practice and the services that we provide. Should you have any further questions, please contact reception team or any of our Reception Staff on 0116 283 2334, who will be more than happy to assist you.

Our Dental Team

<i>Dentists:</i>	Dr Hanif Moti BDS (Tandarts Amsterdam) 1985, DGDP (UK) 1997, PgCert.Clin-Ed (GDC Reg 1986 No: 60964) Principal Dentist/Director Dr Muriel Beoku-Betts BDS Ncle 1984 DGDP (UK) 1997 (GDC Reg 1984 No: 59013) Dr Masoom Bhatt BDS Birm 2009 (GDC Reg 2009 No: 177787) Dr Rushika Bhatt (GDC Reg No: 253780) Dr Jasmine Moti (GDC Reg No: 309543) Dr Sarah Hussain (GDC Reg No: 318777)
<i>Practice Manager</i>	Mrs Mahnaz Saboormaleki DCP 2008, OHE 2017, (GDC No: 157755)
<i>Reception Manager:</i>	Miss Fiona Bramhall
<i>Receptionists:</i>	Miss Kylie Lee
<i>Hygienists/Therapist:</i>	Mrs Naziya (GDC No: 300496)
<i>Dental Nurses:</i>	Miss Renisha Phuyal (GDC No: 283686) Miss Fatimah Abdul Karim (GDC No: 324033) Miss Jasmini Jansari (GDC N0: 197003)
<i>Apprentice Dental Nurses:</i>	Miss Chelsea-Leigh Goosey Miss Niamh Tansey Miss Eva Kryshtal Miss Amelia Frearson Miss Merve Kunt Miss Rujneet Kaur Miss Summer Davey



Opening Hours

The Practice is open during the following hours:

Monday to Friday 9.00 till 17.00
Late Nights appointments available on Tuesdays

NHS Appointments are only available

Monday to Friday 9.00 till 13.00 and 14.00 till 17.00

To make an appointment, please telephone 0116 283 2334

Information about local NHS dental services can be obtained from the Local Area Team or on www.england.nhs.uk .

Contact details are:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33

Facilities

We have five dental treatment rooms within the practice. Our premises are accessible to wheelchairs, with two treatment rooms also accessible to wheelchairs, we have a hearing loop installed and we also have an accessible toilet. We have a children's play area in both of our waiting areas.

Dental Care and Treatment at the Practice

We do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

The practice sees both NHS and Private patients. We see patients from the following groups:

- Children under 18
- Fee paying adults
- Exempt adults
- Denplan patients

We offer a full range of NHS dental treatment which includes a thorough oral health assessment. We will discuss your treatment needs and options with you and develop a comprehensive treatment plan tailored to your requirements. We also offer cosmetic treatments, orthodontics and tooth whitening on a private basis.

We offer a full range of treatments to our patients to meet their needs. Each surgery is equipped with technology to aid diagnosis and also to explain treatment options to you. In particular circumstances, we may suggest referral to a particular specialist, if this is appropriate – for example orthodontic treatment, complex root fillings and implants.

We encourage our patients to have regular appointments with the practice hygienist and our patients are encouraged to participate in the oral health sessions run by our dedicated Oral Health Educator to learn how to care for their teeth through diet, oral hygiene and fluoride application.

Review Date: May 2012, May 2013, May 2014, May 2015, May 2016, May 2017, May 2018, May 2019, May 2020, May 2021, May 2022, March 2025

Next review date: March 2026



We are also actively involved in training of prospective dental staff who may be present at consultations and during treatments. We are very pleased to be a training practice for newly qualified dentists, Dr Hanif Moti is our dental trainer.

Emergency Care

If you find that you have a dental emergency during normal surgery hours you should contact the practice for advice. We will make arrangements for you to be seen as quickly as possible, although you may not see your usual dentist but we will aim to deal with the immediate problem. If the emergency occurs when the practice is closed, call the practice telephone number 0116 283 2334 and our answer machine message will provide further instructions on accessing out of hours emergency care.

Patients may telephone 111 for the NHS out of Hours service. Alternatively NHS and private patients may call our private emergency out of hours number which is 07712 836 139. We will ensure that, where appropriate, you are seen as quickly as possible.

Rights and Responsibilities of Patients

Rights

- 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 appointment.
- A full explanation of your treatment, treatment options and a written treatment plan including costs. Information on NHS charges and treatment costs are available to all patients
- Advice on how to achieve or maintain good oral health.
- You have a right to be treated with dignity and respect

Responsibilities

- Follow your Dentists advice to prevent tooth decay, gum disease and oral cancer.
- We would strongly encourage our patients to attend regularly in order to achieve or maintain good oral health.
- Pay all charges when requested, whether NHS or Private
- Provide proof of exemption for the cost of NHS treatment where applicable
- The staff and patients at this practice have the right to work and be cared for in a safe and supportive environment. If any patient is abusive or violent to any member of staff they will be refused treatment and the Local Area Team Leicestershire and Lincolnshire NHS England will be informed.

Patient confidentiality

We take patient confidentiality extremely seriously at Moti Smile Design Centre and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact reception.

Methods of payment

It is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken. For extensive work, a written estimate/treatment plan will be provided.

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You may pay for your dental care by cash, credit or debit card. Our patients may also join our comprehensive private dental care scheme, Denplan, for a modest monthly payment. Please ask your dentist or our reception team for further information.

We try to make payment as straightforward as possible. Patients are asked to pay NHS charges in advance unless individual arrangements are made with the treating dentist. Usually a deposit prior to the commencement of treatment and the balance on completion is required for private treatments.

Missed appointments

Our dentists do have very full appointment diaries so if you need to cancel your appointment, please give us as much notice as possible. Appointments that are cancelled with 24 hours' notice are customarily subject to new appointments being booked at the earliest NHS slot available. However if a patient cancels an appointment at short notice or fails to attend on more than two occasions without a valid reason, the patient may be refused further care under the NHS

If private appointment times are cancelled with less than 24 hours' notice, a charge of £60 per 20 minutes may be incurred.

If a hygiene appointment is missed or cancelled with less than 24 hours' notice, a charge of £52 per 20 minutes may be incurred.

If you have any comments

We recognise that regular feedback helps us improve our services. So if you have any comments or complaints about the care or service you have received at the practice please contact any of our reception staff. Alternatively you may put a comment or suggestion in our suggestions box in the ground floor waiting area, we very much appreciate your comments and feedback.

We are here to help

We are confident that you will be satisfied with the dental care and service which we will provide. If you have any concerns or queries about the content of this information leaflet, please do not hesitate to contact our Practice Manager, Mahnaz Saboormaleki on 0116 283 2334 or at info@motismiledesign.co.uk