



love-teeth

DENTAL PRACTICE

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Introduction

Hello and a warm welcome to love-Teeth Dental Practice.

My name is Ilana Pine (BDS 1998, MFDS 2012) and I am the owner and Principal Dentist. I am passionate about all aspects of general dentistry, in particular Root Canal Treatment. I especially like treating nervous patients and children and will always put you at ease.

I am lucky to have the very experienced Dr Leo Klein (BDS 1970, DIP implantology 2010) as my Associate Dentist. He is a general dentist with a special interest in dental implants, replacement of missing teeth and full mouth reconstruction. He also happens to be my Dad! He too is very approachable and will put you at ease instantly.

Dental care

It is estimated that despite the importance of dental health, half the population do not visit the dentist regularly. Irregular dental treatment often results in more extensive, and consequently more expensive dental treatment. Regular visits help to cut down problems – and the bills!

It is our practice philosophy to promote dental health at all times, therefore we recommend regular dental health checks. Of course you may already attend regularly, in which case you are probably fully aware of the importance of dental health and your dental appearance.

Nervous patients

Some people feel a deep-seated anxiety about dentistry. We have years of success in dealing with dental anxiety and we will do our best to put you at ease and provide you with quality care in a manageable way, at your own pace. An initial visit, just to meet us first, may work well for you. Please discuss your fears with us and we will do everything we can to help. Our hygienists can also provide very gentle care. We also offer sedation so you will relax completely during your treatment.

Costs

Our aim is to provide high quality affordable private dental care. Please refer to our treatment prices for full details. We have made every effort to keep our prices down whilst still offering excellent quality in a state-of-the-art environment. We have attempted to make costs affordable by introducing an **OPTIONAL** dental plan with a manageable monthly payment which includes many benefits. Please see our separate plan leaflets for full details.

For children aged 0-5 we are offering free dental care if one parent is on our plan. In addition we have monthly plans for children aged 6-18 which include many benefits and large discounts off treatment. As an alternative we offer **FREE DENTAL CHECK-UPS** for children up to age 18 with a parent on our plan. Any treatment is then paid for separately, if necessary.

Appointments

We do try to see patients on time. If you are kept waiting, there is normally a good reason. Please be patient and allow plenty of time for your appointment.

If you have to cancel an appointment we require, where possible, 24 hours notice. This enables us to make alternative arrangements, perhaps to see someone in pain. If an appointment is missed or cancelled at short notice we reserve the right to charge for the time wasted. This would be in the region of £50 per half hour.

Payment schedule

You will be asked for payment for treatment in advance. A minimum of 50% deposit is required before commencing any treatment, at the time of booking the appointment. The remainder will be due before the final appointment.

We accept cards (not American express) and cash, but not cheques.

We offer finance on all treatment over £300 subject to a credit check. This helps to split the cost over up to 5 years, making larger treatments more accessible. Please ask at reception.

Cosmetic dentistry

We offer a range of cosmetic treatments including tooth whitening, straightening, white fillings, veneers, tooth-coloured crowns, bridges and implants. In addition we have many options for the replacement of missing teeth. Please discuss any concerns about the appearance of your teeth, however trivial they may seem. There are often simple solutions.

Facilities

Our premises are all on ground floor level and are suitable for disabled patients including those using wheelchairs. We have a disabled parking space directly outside the door. Please call ahead to reserve this.

We have a hearing loop fitted at reception.

We have baby changing facilities.

Should you have any requirement which would make your visit easier, we will make every effort to accommodate. Please ask.

Languages

Languages spoken at this practice are English, German, Hebrew and Yiddish. For other languages we may provide the services of an interpreter.

Referrals

Over the years we have developed expertise in all areas of dentistry. Occasionally we may refer patients to a colleague who has a specific expertise. We will always act in the best interest of the patient.

Protection

We wish to reassure patients and staff that all the necessary precautions have been taken to safeguard both patients and staff against blood-borne infections such as HIV and Hepatitis. We follow recommended guidelines with regard to the sterilisation of instruments and the use of disposable items. We have a state-of-the-art decontamination suite on the premises.

Keep us informed

We may ask you about any medication you are taking. please make a note of these and bring it with when you attend.

If you change address or telephone number please let us know as soon as possible so that we can keep our records up to date and recall you for your next appointment.

We will ask you to fill out medical history forms occasionally, to assist our diagnosis and treatment. It also helps enormously in the unlikely event of a medical emergency in the practice.

Medical emergencies

All our staff are CPR trained and there is a first-aider on the premises at all times. We carry emergency first aid equipment as recommended including a defibrillator.

Confidentiality

Strict confidentiality of patients records and information is maintained at all times. Patient records will not be passed on to a third party without the patients' permission.

Our complaints procedure

Our aim is to please. If you are unhappy with any aspect of your care, then so are we and we want to know about it.

Our complaints manager is Ilana Pine. I assure you that your issue will be taken seriously and you will be treated with respect at all times.

We encourage your suggestions and feedback at all times.

Abusive or violent behaviour

If a patient is abusive or violent towards a member of staff, treatment will be terminated and the police will be informed.



Opening hours

Monday	8.30am - 5.30pm
Tuesday	9am - 7pm
Wednesday	8.30am - 5.30pm
Thursday	8.30am - 5.30pm
Friday	7.30am - 2pm
Sunday	10 - 1pm

Appointments outside of these hours are available by arrangement.

Emergency appointments are available. We will make every effort to accommodate patients in pain as soon as possible.

Outside of our usual opening times we do have an emergency phone line. Please call the practice on our normal telephone number and your call will be diverted. Leave a message and we will come back to you as soon as possible.