

## **BOLTON**

Unit 9, Marsden House, Marsden Road, Bolton, Lancashire, BL1 2JT

Telephone: 01204-398393

Email: [boltonsmileclinic@gmail.com](mailto:boltonsmileclinic@gmail.com)

[www.thesmileclinicbolton.co.uk](http://www.thesmileclinicbolton.co.uk)

### **OPENING HOURS**

**MONDAY –THURSDAY**

8 am –5 pm

Closed for lunch 1 pm-2 pm

**FRIDAY**

9 am –3 pm

## **HORWICH**

37 Victoria Road, Horwich, Bolton, BL6 5ND

Telephone: 01204-468019

Email: [horwichsmileclinic@gmail.com](mailto:horwichsmileclinic@gmail.com)

[www.thesmileclinichorwich.co.uk](http://www.thesmileclinichorwich.co.uk)

**INTERPRETER SERVICES AVAILABLE ON REQUEST**

### **OPENING HOURS**

**MONDAY –THURSDAY**

8:30 am –5:30 pm

Closed for lunch 1 pm-2 pm

**FRIDAY**

8:30 am –3 pm

## **PRESTON**

Unit 2, Deepdale Pavilions, Osbourne Way, Preston, PR1 6PZ

Telephone: 01772-825531

Email: [prestonsmileclinic@gmail.com](mailto:prestonsmileclinic@gmail.com)

[www.thesmileclinicpreston.co.uk](http://www.thesmileclinicpreston.co.uk)

**LANGUAGES SPOKEN : ENGLISH, GUJARRATI, URDU, HINDI, POLISH**

### **OPENING HOURS**

**MONDAY-THURSDAY**

8.30 am - 5 pm.

Closed for lunch 1pm-2pm

**FRIDAY**

8.30 am –2 pm

# The Smile Clinic™

**PRACTICE LEAFLET**





## MANAGEMENT



**Dr. Firoza Chariwala**  
Director and Principal  
Dentist (76351)

## BOLTON PRACTICE



**Dr. Zakiyya Seedat**  
Dentist (79094)



**Dr. Anisa Vahora**  
Dentist (243793)



**Dr. Firoza Chariwala**  
Dentist (76351)



**Zenab Patel**  
RDN (195008)



**Rosemin Patel**  
RDN (248071)



**Rebecca Vachre**  
RDN (252659)



**Ayesha Patel**  
Dental Nurse



**Ammarah Ahmed**  
Dental Nurse

## HORWICH PRACTICE



**Dr. Helmi El-Sakka**  
Dentist (84640)



**Dr. Anisa Vahora**  
Dentist (243793)



**Abigail Booth**  
Regional Head  
Receptionist



**Ann Bartlett**  
RDN (197960)



**Rosemin Patel**  
RDN (248071)



**Katie Walker**  
RDN (237074)

## PRESTON PRACTICE



**Dr. Firoza Chariwala**  
Dentist (76351)



**Dr. Marina George**  
Dentist (172495)



**Saima Kadva**  
Receptionist



**Zenab Patel**  
RDN (195008)



**Eliza Rakowska**  
RDN (209023)



**Fazila Alli**  
RDN (188259)



## **PRACTICE REGISTRATION POLICIES**

**FAILURE TO ATTEND WITHIN 2 YEARS WILL RESULT IN YOUR REGISTRATION BEING OFFERED TO ANOTHER PATIENT**

## **APPOINTMENT POLICY**

**Failure to attend or late cancellation (1 working day notice) of more than one appointment may lead to de-registration from the practice.**

**Please provide advance notice so we can offer your appointment to another patient and the cancellation will not affect your registration**

## **ZERO TOLERANCE POLICY**

**The practice has a responsibility to ensure there is a safe environment for patients and staff. Violence and aggression towards staff will not be accepted and your registration to the practice will immediately be terminated.**

**If you have any concerns then please ask our reception staff for the complaints protocol to email or ask to speak to our regional manager.**

## **FAILURE TO ATTEND**

**FAILURE TO ATTEND FOR A COURSE OF TREATMENT MAY LEAD TO YOUR TREATMENT PLAN BEING TERMINATED. IF A FURTHER APPOINTMENT IS MADE YOU WILL BE CHARGED THE APPROPRIATE ADDITIONAL BAND AGAIN.**

## **DATA PROTECTION**

**We are a fully computerised practice and will hold information you provide for your registration as well as information on your dental care within the guidelines of the Data Protection Act 1998 and the Caldicott Standards.**

**We will only share this information with other parties when it relates to a referral to a specialist or secondary service as well as other health professionals if required. The information will be processed fairly and for the specific purpose for which it was required.**

**Information may also be provided, on request, to NHS payment authorities and Inland Revenue / Benefits agency.**

**Beyond these circumstances disclosure of information to a third party will only be allowed with your specific consent.**

**You have a right to access a copy of your records upon written request and consent.**

## **PRACTICE FACILITIES**

- FULLY COMPUTERISED
- DIGITAL
- ALL GROUND FLOOR PREMISES WHICH ARE DDA COMPLIANT
- CAR PARKING ON-SITE OR JUST IN FRONT OF THE PRACTICE
- INTERPRETER SERVICES AVAILABLE ON REQUEST



## OUR MISSION

**To put the patient first!**

**To ensure you have a relaxing & pleasant experience within a clean and professional environment.**

**To provide services in a preventive and pro-active manner which will help you improve your Dental Hygiene.**

## WHY CHOOSE US?

**Welcoming and approachable staff  
Friendly, understanding Dentists and Therapists  
State-of-the-art Technology  
Treatment tailored to individual needs**

## OUR STANDARDS

**The team at The Smile Clinics aim for the highest standard of patient care. Ongoing continuous professional development for all our staff keeps us on top of our profession. We have been recognised and accredited for the high standard of services and facilities we provide for our patients.**

## PAYMENT POLICY

- .Please bring proof of your exemption if you do not pay for your NHS treatment**
- .Payment for treatment is due when the treatment plan has been agreed**
- .We do not accept Cheques, Master card or American Express**
- .Card payments will only be accepted above £20**

### **NHS dental charges:**

#### **Band 1 course of treatment**

**This covers an examination, diagnosis (e.g. x-rays), advice and a scale and polish if needed.**

**Also urgent treatment, when you need to see a dentist immediately.**

#### **Band 2 course of treatment**

**This covers everything in Band 1 above , plus any further treatment such as fillings, root canal work or taking out of one or more teeth.**

#### **Band 3 course of treatment**

**This covers everything from bands 1 and 2 plus crowns, dentures and bridges.**

**Payment is due on agreement of a treatment plan with your dentist.**

## COMPLAINTS POLICY

**Our aim is to react to complaints in a way in which we may be able to improve our service. We learn from every mistake we make and we respond to patients' concerns in a caring and sensitive way.**

**PLEASE SPARE A FEW MINUTES TO PROVIDE US WITH SOME FEEDBACK**

**Patient liason officer: Mrs Firoza Chariwala  
thesmileclinic@gmail.com**

**The practice complaints policy is available at reception**