



Welcome Pack

Crown Dental Group
83 Crown Street
Aberdeen
AB11 6EX
01224 570232

www.crowndentalgroup.co.uk

enquiries@crowndentalgroup.co.uk



First Visit

On arrival the reception staff will take your details and enter you onto the practice computer system. We recommend that you arrive 10 minutes early in order to complete a medical history and any necessary forms. If you are taking any medication please ensure you bring any relevant information with you. It is not necessary for us to have access to your previous dental records so please don't worry about them. We will then ask you to take a seat in our reception area until a member of staff comes to collect you for your dental appointment.

At your first visit we feel it is important to establish a good relationship with your new dentist. Your initial consultation will involve a discussion of your dental needs, taking a history of previous dental work, and a full examination along with any dental x-rays if necessary.

The dentist will then discuss with you any treatment options identified during the examination and if necessary make further appointments. You will also receive a written estimate of any costs this treatment will incur.

The dentist will discuss with you when your next routine examination will be due and an appointment will be arranged. For most patients this will be six monthly.

The aim of the Crown Dental Group is that through:

Courtesy and
Respect our
Objective is for your
Welfare and treatment
Needs

What our patients can expect

Here at Crown Dental Group we offer a high level of professional skill and ability in our relaxed, modern, state-of-the-art surgeries.

We aim to discuss with our patients their dental needs and requirements, selecting treatment that is most appropriate to his or her individual needs, means and desires.

We seek to perform all services to the best of our knowledge and ability, keeping our staff trained to the highest professional standards.

In return, what we expect from patients

We ask for your cooperation in making and keeping appointments. Should it be necessary to change an appointment, we ask at least 24 hours notice to be given or charges may be incurred.

We ask if there are any changes to your health that you please inform the practice and we will update our records. Additionally if your personal details change e.g. surname, address or telephone number, please inform us so we can update our records.

If any problems arise at any time, please inform your Dentist, the Practice Manager or a member of staff so we have an opportunity to resolve matters quickly.

Facilities

Crown Dental Group has state of the art surgeries and equipment. Our X-Ray facilities are fully digital and include a 3-D CT scanner used in implant treatments, of which there are only 2 or 3 in the North East of Scotland. Other implant Dentists send their patients to us for CT scans.

In addition to the waiting room, we have a chill out lounge where you can recover after you've had treatment.



Treatments

We offer a wide range of treatments from regular dental treatment to the latest in implant technologies, sedation, tooth whitening and non-surgical cosmetic treatments.

We are a referral Practice for Aberdeen and the North East of Scotland for sedation, Implant 3-D and Oral Surgery.

Financial information

A treatment plan will be provided to you before any treatment is carried out.

All treatment procedures will be discussed in full and any costs that this will incur. If at any time it is necessary to change the treatment plan, this will be discussed with you.

Payment for any examinations or treatment is due on the day of your appointments.

We accept credit/debit cards or cash as payment methods.

At Crown Dental Group, treatment is provided on an independent basis. We can also offer our patients a service where you can spread the costs of your dental treatment through monthly/annual plans so you don't receive any unexpected dental bills. We offer a range of dental plans to suit most budgets. If you are interested in this please ask a member of our team who will be happy to discuss our **DENPLAN** schemes.

NHS treatment

We provide a limited number of NHS places for exempt patients e.g. children under the age of 18. Currently we are not accepting any new NHS patients.

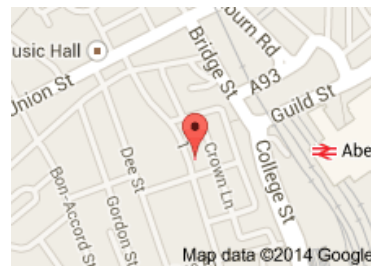
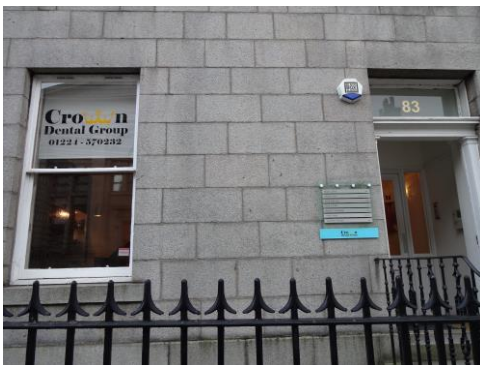
Opening hours

Monday – Thursday : 08:30am – 5:00pm

Friday : 08:30am – 1:00pm

Please note individual dentist's hours may vary. Please contact reception for further information.

Directions



Crown Dental Group is conveniently situated just off Union Street.

We are diagonally opposite Shirlaws motorbikes and next door to the Masonic Hall.

Crown Dental Group is less than a 10 minute walk from the railway station and the number 17 bus passes our door.

For walking directions, visit www.crowndentalgroup.co.uk and use the “Walkit” widget.

Parking

We have a car park space for our disabled patients at the rear of the building. Should you need this space please advise reception when you book an appointment.

Other car parking is on street, with multi-storey parking near to College Street.

In an emergency

Call the surgery as early as possible to arrange an appointment.

If you require emergency advice or treatment outside of opening hours, please call the practice on 01224 570232 where information on out of hours contacting the dentist can be obtained.

Our Team

Dentists

| | GDC number | Qualified |
|--|-------------------|--|
| Hugh Gillies BDS (male) - | GDC 61093 | Glasgow University, 1986 |
| Vikram Kavi BDS MFDS RCSEd (male) - | GDC 100424 | Rajiv Gandhi University, India 2002 |
| Karen Robertson BDS (female) - | GDC 62193 | Edinburgh University, 1987 |
| Veenu Singula BDS MSc (male) - | GDC 165074 | Doctor Ram Manohar Lohia Awadh, India, 2002 |
| Jennifer Chalmers BMSc BDS MSDS (female) | GDC 113014 | Dundee University, 2007 |

Hygienist

| | | |
|-----------------------------|----------|-------------------------|
| Kirsty Eddie EDH (female) - | GDC 6618 | Dundee University, 2005 |
|-----------------------------|----------|-------------------------|

Dental Nurses

| | | |
|---------------------------|------------|----------------------------------|
| Amy Brooks (female) - | GDC 225621 | Aberdeen Dental Education Centre |
| Sadie Farquhar (female) - | GDC 253976 | Aberdeen Dental Education Centre |
| Miranda MacKay (female) - | GDC 138504 | Aberdeen Dental Education Centre |
| Emma Brewer (female) - | GDC 233794 | Aberdeen Dental Education Centre |
| Nicola Wyness (female) - | GDC 189159 | Aberdeen Dental Education Centre |
| Heather Whyte (female) | GDC 238362 | Aberdeen Dental Education Centre |

Practice Manager

| | | |
|-----------------------|------------|--|
| Amy Brooks (female) - | GDC 225621 | |
|-----------------------|------------|--|

Patient Confidentiality Declaration

Due to patients confidentiality we are unable to discuss any information about a patients appointment with anyone other than the individual themselves (if under 16, parental/ guardian consent is required).

If however you are happy for us to speak to or leave a message with a family member/someone else regarding your appointments, please fill out the form below and we will keep this on file.

If your personal details change, please let us know as soon as possible and we will update our records.

I consent to being contacted regarding my appointments and to them contacting the surgery to confirm or change appointments on my behalf.

Contact number

Your name

Your signature