

## **Patient Information Leaflet**

### ***A guide to our dental services for new and existing patients***

Welcome to Grey Gables Dentistry & Aesthetics

We pride ourselves here at Grey Gables Dental practice to offer the best in dental care. We are a warm, welcoming, friendly, and professional practice where our patients care always comes first. We make sure that all our patients feel comfortable and ensure that they have a positive experience. Our private practice is unique with a team full of smiley faces looking forward to meeting you.

### ***VIEW OUR TREATMENTS***

This information pack aims to provide you with information on the services we provide, information on making appointments and who to contact for further information or assistance. You can find out the information you need from the following sections:

- The dental team
- Services available
- Appointments
- Practice opening hours
- Urgent and out of hours care
- Your rights and responsibilities

### **The Dental Team**

Our team consists of Dentists, Hygienists, Dental Nurses and Reception staff who will always aim to provide a consistently high standard of care and service for patients.

### **Dentists**



**DR RAVINDER KALIRAI**

**Dental Surgeon/GDC Reg 112827/ BDS (Bham) 2007, DipOral Surg  
RCS (Eng)**

*Ravinder graduated from the University of Birmingham in 2007. She offers the gentlest of dental excellence and her main interest is 'creating a lifelong smile' for her patients through preventative restorative and cosmetic 'pain free' dentistry. She likes to ensure a good rapport with all her patients and hopes to develop a long-lasting mutual trust.*

*She is committed to the ongoing development of her clinical skills and knowledge to provide good ethical advice and high-quality dental treatment. She keeps up to date with her continuing professional development by frequenting courses and seminars in Dentistry and the latest dental products and techniques worldwide.*

*Her passion lies in giving confidence to her patients through smile makeovers that include tooth whitening, veneers, and cosmetic braces. She also has a keen interest in facial aesthetics and has trained at a renowned Harley Street clinic in Botox, Dermal fillers and chemical skin peeling.*



**DR ANDY MCSWEENEY**

***BDS MSc PGCert MJDF RCS (Eng),  
GDC No 228238***

*Andy qualified from the University of Birmingham in 2012, and subsequently achieved Membership of the Joint Dental Faculty of the Royal College of Surgeons of England soon after. During his career he has undertaken a range of courses in restorative dentistry, including a yearlong Postgraduate Certification in Contemporary Restorative and Aesthetic dentistry. He has developed a special interest in endodontics (root canal treatment), culminating in the completion of a 3-year master's degree in Endodontic Practice at Barts and The London School of Dentistry. As a result, he accepts referrals from local practices for more complex endodontic cases.*

*Andy particularly enjoys the privilege in taking time to develop relationships and trust with patients and is passionate about treating them in a gentle and caring manner.*

*Andy is originally from Rugby but is now living in Northamptonshire with his wife Nicola and baby son George. He's a voracious reader, burger connoisseur and history nerd.*

**DR PRIYA SANDHU**



***Dental Surgeon/GDC Reg 296364/BDS (Bham) 2021***

*Priya is a very knowledgeable, skilled, and compassionate Dentist. Her calming gentle nature makes patients feel at ease, helping ease any anxiety patients may have. She enjoys a mixture of general & cosmetic Dentistry.*

*Priya values preventive care, encouraging good oral hygiene habits and routine check-ups to help patients maintain long-term dental health.*

**EMMA VITIELLO**



***Registered Dental Hygienist (London) GDC No. 114551***

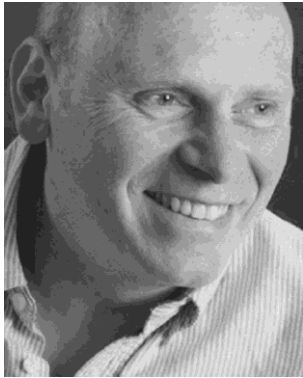
*Emma qualified in 2007 from the Eastman Dental Hospital in London as a Dental Hygienist. Before this, Emma worked for many years as a Dental Nurse, and this is where she discovered her love for Dentistry. Emma is a caring professional who enjoys working with nervous patients, putting them at ease so they can achieve their perfect smile and gain confidence. Emma also enjoys treating different dental hygiene cases all from simple scale and polishes and gum inflammation(gingivitis) to advances gum disease (periodontitis) and is happy to accept patients who self-refer to our practice for hygiene appointments and is available on pre bookable appointments.*

*In her spare time Emma loves to be with her family and friends, she enjoys the theatre and with her husband and large family loves to travel. Emma has got twin girls that keep her very busy when she is away from work. She is also animal crazy and loves her ponies, horses, chickens, rabbits, and all other furry creatures.*

### **Dental Implantologist**

**DR ROBERT COPE**

***Dental Implantologist /GDC Reg 68088/BDS (Bham) 1992***



*Rob qualified from Birmingham Dental Hospital in 1992. In 1998 he gained a certificate in Restorative Dentistry from St Ann's in Manchester, and in 1999 also successfully completed an implant dentistry course. In 2013 he attended a course to refresh on antral lift procedure including using the crestal approach method and has completed several cases by this less invasive method since.*

*After qualifying Rob worked as an associate in Bromsgrove carrying out routine dentistry and Oral Surgery under General Anaesthetic. He also worked in a local Oral Surgery department. In 1995 he became a partner in a Practice based in Coventry and since 2010 alongside working there, he has worked with several practices providing an implant and advanced restorative service for their patients in their own practice.*

### ***Office co-ordinator***

*Cheryl Kendall*

### ***Dental Nurses***

*Kayleigh Husain- GDC 316696*

*Eliska Liskova -GDC tbc*

*Taumaya Garbuja – Trainee Dental Nurse*

### ***Implant Nurse***

*Jenni Harris GDC 114481*

### ***Receptionists***

*Cheryl Kendall*

*Kayleigh Husain*

*Eliska Liskova*



### **Services Available**

Our practice is fully accessible for **disabled** patients. There is an outdoor ramp and the ground floor is in fulltime use. There is also a toilet available on the ground floor.

Dental treatment includes all treatments necessary to secure and maintain your oral health and we also provide cosmetic dentistry and facial aesthetics. Please see the website for more information:

[www.greygablesdental.com](http://www.greygablesdental.com)

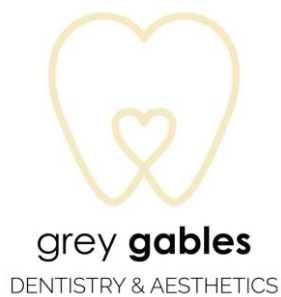
- Routine dental examinations
- Dental hygiene services including AirFlow stain removal
- White fillings
- Crowns and bridgework
- Cosmetic tooth whitening
- Dentures
- Root canal treatment
- Cosmetic veneers
- Anti-snoring appliances
- Sports mouthguards
- Facial aesthetic treatments
- Anti-wrinkle injections and dermal fillers
- Dental implants
- Teeth straightening - Invisalign

### **Appointments**

#### **Making an appointment:**

If you require an appointment, we will try to offer you one as soon as possible at a mutually convenient time. You can make appointments by:

- At reception during opening hours
- Calling the practice (01788 811758) or by leaving a message out of hours
- Via the website using the 'Contact Us' feature
- Emailing [greygablesdental@gmail.com](mailto:greygablesdental@gmail.com)



### **Appointment reminders and recalls:**

Dentists follow guidelines issued by *the National Institute for Health and Clinical Excellence (NICE)*. At the end of your course of treatment, your Dentist will discuss with you when you need your next appointment. If your appointment is overdue, then we will either send a reminder in the post or via email/text. It is preferable to pre-book your next appointment in the diary. We will send a reminder 48 hours before your appointment time.

### **Cancellations:**

If you are unable to keep your appointment, please let us know as soon as possible so that we can offer the appointment to somebody else. We require 24 hours' notice of cancellation. If you fail to attend your appointment or regularly cancel at short notice, then we may no longer be able to offer you any further appointments at the practice. A cancellation/missed appointment charge (£1/min) may be applied to your account at the dentist's discretion. Please be mindful of this when booking your appointments.

### **Emergency appointments:**

We will always try our hardest to offer you an emergency appointment within 24 hours of your request.

### **Opening Hours:**

**The practice opening hours are as follows:**

**Monday 9.00am - 5.00pm**

**Tuesday 9.00am - 5.00pm**

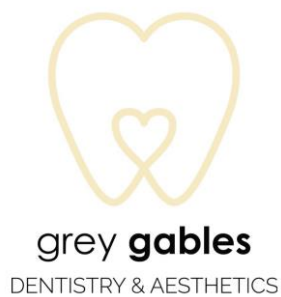
**Wednesday 9.00am – 5:00pm**

**Thursday 9:00am – 5:00pm**

**Friday 9.00am - 5.00pm**

*Bank and National Holidays may affect these hours of which you will be given notice.*

**Postal Address: Grey Gables Dental Practice, The Green, Bilton, Rugby CV22 7LZ**



**Urgent treatment and Out-of-hours care:**

If you have a dental emergency outside of opening hours, please call the practice for our emergency number or call 111. Your rights and responsibilities:

**You are entitled to:**

- A thorough dental examination of your mouth, teeth and gums
- Fully explained treatment options
- A written treatment plan including costs
- Fully explained treatment options
- Fees are displayed in reception and updated promptly
- Advice on maintaining dental health
- Information about the practice on request
- Make a complaint if you are not happy with the treatment and care you received.

**You are responsible for:**

- Providing at least 24 hours' notice to cancel or change an appointment.
- Paying your fees promptly
- Following your dentist's advice
- Treating our staff and practice with courtesy and respect
- *Please note we will refuse to treat patients who are aggressive, violent or disrespectful. Patients who fail to pay their fees or refuse to co-operate will not be treated.*

**Extra Information:**

Your dental records will remain confidential and secure in line with our practice policies. If you would like to comment about any aspect of our service, please contact our practice Manager. We always welcome feedback and suggestions to help us improve. If you have a concern you would like to discuss please speak to any member of the dental team.

**We look forward to meeting you!**





**grey gables**  
DENTISTRY & AESTHETICS



Exceptionally happy with my recent  
Invisalign treatment.

The whole team are always extremely  
helpful and booking appointments is hassle  
free and flexible when required.

Overall, superb.



**grey gables**  
DENTISTRY & AESTHETICS

Please contact us on 01788 811758 or email [greygablesdental@gmail.com](mailto:greygablesdental@gmail.com) for all enquiries.

Friendly but professional.

Excellent service.

For someone who has previously been  
nervous of dentists,

I now wouldn't go anywhere else.



**grey gables**  
DENTISTRY & AESTHETICS

Please contact us on 01788 811758 or email  
[greygablesdental@gmail.com](mailto:greygablesdental@gmail.com) for all enquiries.

Lovely dentist surgery. Staff are all friendly  
and reassuring.

Super organised and great communication.  
Surgery itself is a nice comforting space.

So glad I moved to this surgery



**grey gables**  
DENTISTRY & AESTHETICS

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