

## Violent or Abusive Patients

CrownWood Dental refuses to tolerate any form of abusive behaviour towards anyone on the practice premises at any time. If you are found to be abusive you will be asked to leave the premises. If you show any form of abuse or violence which results in the police being required you may be asked not to return to this practice.

## Complaints

In this practice we take complaints very seriously indeed, and aim to ensure that all patients are satisfied with their experience of our services. If a patient wishes to make a complaint, their issue will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. If you are not happy with any aspect of the service we have provided you with, please inform a member of staff immediately and we will aim to resolve or explain the matter for you as quickly and efficiently as possible. If you require any further information on this matter please consult a member of staff. If for any reason you wish to make a complaint please contact the practice on: **01344 482882** or write to **CrownWood Dental, 10 Crown Row, Bracknell, Berkshire RG12 0TH**. If it is not possible to resolve the issue at the practice, the patient may contact the **PALS service** if it is regarding NHS treatment, or the **'Dental Complaints Service'** if it is about **private dental treatment**.

## Useful Contacts

### NHS Direct: 0845 4647

NHS Online: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
Out of Hours Emergency No: 111  
Monday to Friday: 5.30pm - 10.00pm Weekdays  
Weekends & Bank Holidays: 09.00am - 5.30pm

### Thames Valley Area Team (TVAT)

Jubilee House, 5510 John Smith Drive  
Oxford Business Park South  
Cowley, Oxford OX4 2LH  
Tel: 01865 334688  
Email: [hugh.o'keeffe@nhs.net](mailto:hugh.o'keeffe@nhs.net)

### Thames Valley Primary Care Agency

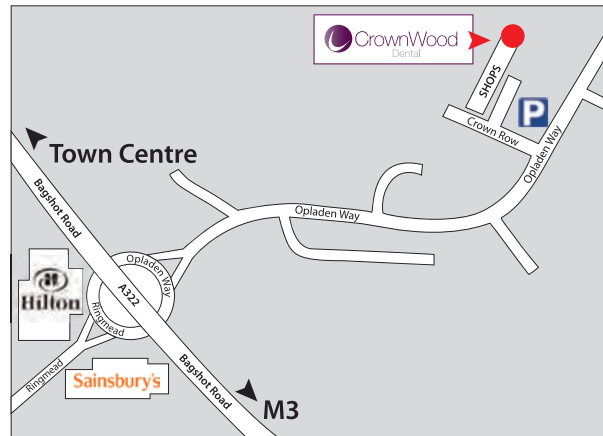
7-8 Cremyll Road, Reading, Berkshire RG1 8NG  
Tel: 0118 919 3333

### CQC National Correspondence

Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA  
Tel: 03000 616161

Queries on where to find an NHS dentist should be directed to NHS Choices, information can be obtained on their Website: [www.nhs.uk](http://www.nhs.uk)

## How to Find Us



Our nearest rail station is Bracknell. For those patients who are driving, we are opposite the Hilton Hotel and Sainsbury's on Opladen Way, just off Bagshot Road, towards the M3.

### Parking

Ample free parking is available.

### Bus Stop

is near Crownwood Dental  
No. 155: Via Harmans Water - Bracknell Circular  
No. 171/172: Bracknell Circular



All information correct at time of printing: March 2021

If you have any queries or questions regarding Crownwood Dental, please feel free to contact us at the practice during opening hours and we will be happy to help.



Smile with Style



## Information Leaflet

10 Crown Row, CrownWood,  
Bracknell, Berkshire RG12 0TH

Tel: 01344 482882

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

email: [info@crownwooddental.co.uk](mailto:info@crownwooddental.co.uk)

CrownWood Dental is owned by Dr. Chi-Yuen Wong  
who has a contract to provide dental services for NHD England

### Practice Hours

Monday - Friday 8.00am - 5.30pm

## Dental Practitioners

**Dr. Harpreet Punny** *BDS (Hons), MFDS*

**Dr Christy Tam** *BDS (Hons)*

We offer both NHS and Private dental treatment and have over 25 years experience in routine and advanced dentistry.

## Practice Opening Hours

The practice is open from 8.00am-5.30pm Monday to Friday. The practice has an out of hours emergency service which is available after 5.30pm any week day and from 9.00am-5.30pm any weekend or bank holiday. The number you need to call is **111**. You can also contact **NHS Direct** if you require any information by either telephone: **0845 4647** or via the internet on **www.nhsdirect.nhs.uk**

## To Register with the Practice

Simply call the practice on **01344 482882** and a member of our team will be happy to help you.

## Disabled Access

CrownWood Dental has access for wheelchairs entering and exiting the premises and we also have disabled toilet facilities. If you require any further details of these facilities, please feel free to contact the practice during opening hours.

## NHS Patient Charges

**Band 1: £25.80** - Covers an examination, diagnosis (eg.xrays), advice on how to prevent future problems, a scale and polish if needed. If you require urgent treatment this will also require a band 1 charge.

**Band 2: £70.70** - Covers everything listed above, plus fillings, root canal work and extractions.

**Band 3: £306.80** - Covers everything listed above, plus crowns, dentures, inlays and bridges.

## Patients Rights

CrownWood Dental recognises the importance of complying with all patient confidentiality rights and also a patient's rights to information. If you require any information or wish to see our policies on these matters please feel free to contact the practice during opening hours. Patients have the right to express a preference to the dentist they wish to see, if you have a particular preference please do not hesitate to inform reception.

## Your First Appointment

- It is recommended that you arrive five minutes early in order to complete any forms that are required before your examination.
- If you are taking medication or have any medical health issues, please ensure you bring all relevant information with you.
- If you are exempt from paying NHS charges you must bring evidence of this to your first appointment.
- If you pay NHS charges you will be asked to pay a small deposit on your first visit and once your treatment plan has been agreed, further costs will be explained and discussed with you.
- We accept payment by cash or Debit/Credit card.

Please note that we require 48 hours notice if you wish to cancel or re-schedule an appointment.

## NHS or Private Treatment

You the choice at your first visit to let us know which you prefer. We can discuss the merits of the various treatment options and estimate the cost for you.

## Private Treatment

CrownWood Dental offer a wide range of private treatments which include; white fillings, tooth whitening, white and gold crowns and more. If you require any information regarding these services please feel free to contact the practice during opening hours.

## NHS Treatment

We provide a full range of treatment on the NHS including crowns and dentures allowing us to give dental care at the lowest possible cost. All options will be discussed with you during your check up with the dentist.

## Who is entitles to Free Dental Care

You do not have to pay for NHS dental treatment if, when the treatment starts, you are:

- Aged under 18
- Under 19 and receiving full-time education
- Pregnant or have had a baby in the previous 12 months
- Staying in an NHS hospital and your treatment is carried out by the hospital dentist
- An NHS hospital dental service outpatient (however, you may have to pay for your dentures or bridges)

You also do not have to pay if you are receiving:

- Income Support
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit Guarantee Credit
- Universal Credit

or

- If you are named on a valid NHS tax credit exemption certificate or you are entitled to an NHS tax credit exemption certificate
- You are named on a valid HC2 certificate

Find out more about the **NHS Low Income Scheme (LIS)**

## Partial help with Costs

- If you are named on a valid HC3 Certificate, you may not have to pay the cost for all your treatment.

Checks are made on free and reduced cost treatment claims - If you say you have the right to free treatment when you do not, you may incur a penalty charge.

## Note

You will not be exempt from paying because you receive: Incapacity Benefit, Contribution-Based Employment and Support Allowance, Contribution-Based Jobseeker's Allowance, Disability Living Allowance, Council Tax Benefit, Housing Benefit or Pension Credit Savings Credit, when paid on their own.

Medical conditions do not exempt patients from payment for dental treatment.