

Complaints

In this practice we take complaints very seriously indeed, and aim to ensure that all patients are satisfied with their experience of our service. 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 01753 526301 or write to: Dr J Gill Moonlight Dental Surgery, Wentworth Avenue, Slough, Berkshire, SL2 2DG. If it is not possible to resolve the issue at the practice, the patient may contact the PALS service at the PCT 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
Out of Hours emergency No. 0118 936 5390
Monday to Friday 18:30 – 22:00 Weekends and Bank Holidays 09:00 – 17:00

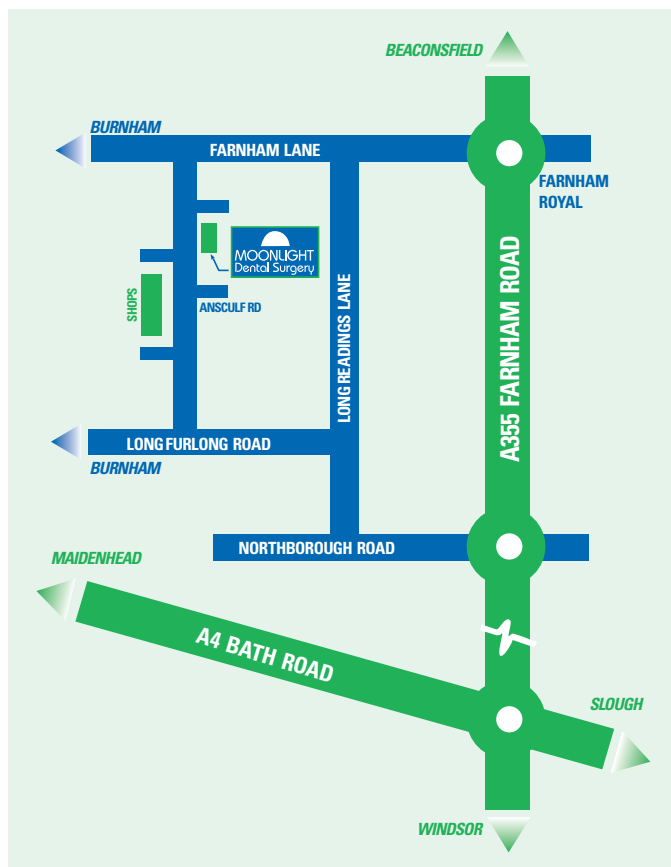
Berkshire East PCT
King Edward VII Hospital, St Leonards Road
Windsor SL4 3AW
Tel: 01753 860441 (main reception)
Fax: 01753 636828
www.berkshireeast-pct.nhs.uk

Thames Valley Primary Care Agency
7-9 Cremyll Road, Reading, Berkshire RG1 8NG
Tel: 01189 183333

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 the Patient, Advisory & Liaison Service (PALS). Tel: 01753 635615
Email: pals.berkseast@berkshire.nhs.uk

How to get to us



Car parking available

Buses: (stop outside surgery)

No 1B Slough – Burnham Station
No 53 Bracknell – Maidenhead – Wexham Park Hospital
No 58 Slough – Langley – Iver – Uxbridge
No 78 Burnham – Slough – Heathrow Terminal 5



MOONLIGHT Dental Surgery

Lighting up your smile

Practice Information Leaflet

Wentworth Avenue • Slough
Berkshire SL2 2DG
Telephone & Fax 01753 526 301
www.moonlightdental.co.uk
Email: moonlightdental@hotmail.co.uk

Moonlight Dental Surgery is owned by Dr Jaswinder Gill who has a contract to provide dental services for Berkshire East PCT

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

Surgery Hours
Monday to Friday, 8.30-5.00
Closed for lunch 1.00-2.00pm

Dental Practitioners

Dr. Jaswinder Gill

BDS LDS MFGDP

Dr. Uzma Naseem

BDS BSc MCPS

We offer both NHS and Private treatment and have over twenty years experience in dentistry.

Surgery Opening Hours

The surgery is open from 8.30 am to 5.00 pm Monday to Friday, closed for lunch 1.00 to 2.00 pm each day. The surgery has an out of hours emergency service provided by Berkshire East PCT. This is available between the hours of 6.30 pm and 10 pm Monday to Friday and 9 am and 5 pm on weekends and bank holidays, the number you need to call for this is 01189 365390. You can also contact NHS direct if you require any further information by either telephone or via the internet, the telephone number for NHS direct is 0845 4647 and the website for NHS online is www.nhsdirect.nhs.uk

To Register with the Surgery

Simply call the surgery on 01753 526 301 and a member of our team will be happy to help you.

Disabled Access

Moonlight Dental Surgery 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 surgery during opening hours.

NHS Patient Charges

Band 1 £17.50 - 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 £48.00 - Covers everything listed above, plus fillings, root canal work and extractions

Band 3 £209.00 - Covers everything listed above, plus crowns, dentures, inlays and bridges

Patient Rights

Moonlight Dental Surgery 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 surgery 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 need to 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 card.

Please note that we require 24 hours notice if you wish to cancel or re-schedule an appointment.

NHS or Private Treatment

You have 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

Although Moonlight Dental Surgery is dedicated to providing a full NHS service we do also 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 surgery during opening hours.

NHS Treatment

We provide the full range of treatment on the NHS including crowns and dentures allowing us to give complete dental care at the lowest possible cost.

Remember your treatment is free if:-

- You are under the age of eighteen
- You are under nineteen and in full-time education
- You are expecting a baby at the start of treatment
- You have a baby under 1 year at the start of treatment
- You are receiving income support
- You are receiving NHS tax credit exemption
- You hold a NHS HC2 exemption certificate
- You are receiving Jobseeker's Allowance
- You are receiving Pension Credit guarantee credit

If you do not fall into any of the above categories and are on a low income or receive any other benefits, you may be entitled to claim exemption from charges by filling in form HC1. Please ask our receptionist or the DHSS office for details.

Violent or Abusive Patients

Moonlight Dental Surgery refuses to tolerate any form of abusive behaviour towards anyone on the surgery 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 surgery

Extra Services

We are now a dental access centre (emergency walk-in clinic) on Monday, Wednesday, Thursday & Friday mornings between 9am and 12:30pm.

We run a free stop smoking clinic through-out the week, if you would like more information please do not hesitate to call and speak directly to our smoking cessation advisor.