



## **Patient Information**

Welcome to Visiting Specialist Services (VSS). VSS provides experienced clinicians and specialists to local dental practices, ensuring high quality care at your familiar environment.

Please find the information you may need regarding your appointment and treatment below:

### **Clinicians**

You may be seen by one of our regular clinicians:

Dr Fadi Barrak	GDC registration number 69265
Dr Enamul A Ali	GDC registration number 71103
Dr Sandra Guirguis	GDC registration number 86004
Dr Shahrokh Ali Navaee	GDC registration number 244813
Dr Zaman Mirza	GDC registration number 191754
Dr Sarah Ali	GDC registration number 228318
Dr Vinita Choudhry	GDC registration number 228230

For more information please visit our website: [www.nhsmos.com](http://www.nhsmos.com)

Please be aware that you may be seen by other clinicians we have (e.g. when our regular clinicians are not available). Be rest assured that all our clinicians are highly qualified and accredited by the NHS to perform your treatment.

### **Cancellations**

If you are unable to attend your appointment for any reason, please let us know as soon as possible so that your appointment may be reallocated to another patient. To contact the appointment centre, please call us on 020 3858 7177.

If you do not attend your appointment and we do not hear from you, we will inform your registered dentist and remove you from our waiting list (or discharge you from our service). We will only book another appointment if you are re-referred.

### **Contact details**

We can be reached using the following methods:

Website: [www.nhsmos.com](http://www.nhsmos.com)  
Telephone: 020 3858 7177 Email: [info@nhsmos.com](mailto:info@nhsmos.com)  
Post: Unit 16523, PO Box 6945, London W1A 6US (Letters only)



### **On the day you attend an appointment**

We ask that you arrive at the practice 10 mins before your appointment time and report to the reception area. Your appointment should last approximately 30 mins. Simple surgical procedures can be carried out on the same day as the consultation. During this time, the Surgeon will give you the opportunity to ask any questions you may have regarding the Oral Surgery procedure. Any simple surgical procedure will be carried out under Local Anaesthetic.

You will be asked to complete a medical history questionnaire at the start of your appointment. It is important to complete the accurately and please also bring along, a list of your current medication you may be taking.

If you have a disability and need special help at your appointment, please tell the receptionist on your arrival. The practice operates a no smoking policy which is in effect in and around the building and grounds

**Please note, general anaesthesia or sedation will NOT be provided for NHS intermediate minor oral surgeries.**

### **Out-of-hour or emergency**

Out-of-hours emergency dental treatment is available to all our patients in the situations outlined below. You may need urgent treatment if you have:

- Severe toothache or facial pain which is not controlled by taking over-the-counter painkillers
- Trauma of the face, mouth or teeth after a recent accident or injury
- Bleeding after tooth extraction or surgical procedure that you cannot control
- Serious swelling of the mouth or face which is getting worse

Please call your regular dentist as their answer phone will advise you were to get out-of-hours treatment.

If you are not registered at a practice please call NHS 111 or the local NHS England Area Team helpline, which is: 0203 182 4993

NOTE: You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.



Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

### **Privacy**

Your privacy is important to us. Our privacy policy can be accessed from [www.nhsmos.com](http://www.nhsmos.com). If you require a printed copy, please contact us directly using the contact details above.

### **Complaints**

At VSS, patient satisfaction is our top priority and we take complaints very seriously. We try to ensure that all our patients and dental practices we work with are pleased with their experience of our service.

If you have any complaints on the day of your treatment, please follow the practice guideline and complain to the practice you attended directly.

If you have any complaints after your treatment, please contact VSS at [info@nhsmos.com](mailto:info@nhsmos.com) or phone us at 020 3858 7177. Our detailed complaints policy and procedure can be found on [www.nhsmos.com](http://www.nhsmos.com).