

Making an appointment

Please contact the Practice by phone, email, or in person to arrange an appointment. Please specify your preferred clinician when booking. If you need to cancel, please give a minimum of 24 hours' notice, this will allow us to offer the appointment space to another patient.

Cancelling Appointments

We kindly request a minimum of 24 hours' notice if you need to reschedule your appointment. This helps us manage our schedule effectively, offering timely care to patients in need.

Missed appointments

In the event of a missed appointment, we retain the right to withhold further appointment offerings. Should you wish to appeal this decision, please submit a written request to the Practice Manager. Please note that missed appointment fees may apply to our private services.

Appointment Reminders

If you have provided a mobile number, we will send you a text message 48 hours before your scheduled appointment. If you have provided an email we will send you a reminder, email a week before your appointment.

Emergency Care

During normal opening hours telephone 01964 533293 or email Hornsea@the-dds.co.uk every effort will be made to accommodate you as soon as possible.

Out of hours cover is provided by the NHS on 111.

Patient Satisfaction & Complaints

Our commitment at the Practice is to deliver the highest standard of care to all our patients. We value your comments and suggestions, striving to involve our patients in every step of their dental care journey. If you have any concerns about any aspect of our service, please address them with the relevant staff member promptly. Our Complaints Policy is accessible at the reception desk and on our website for your reference.

Dental Health Records

Patients have the right of access to their manual and computerized records in accordance with the Data Protection Act 1988, Freedom of Information Act 2000, and GDPR. For further information, please enquire at reception.

Please refer to our Patient Attendance Charter available on our website for more information.

the dental design studio

**9 Cliff Road
Hornsea
East Yorkshire
HU18 1LL
01964 533293**

**E: hornsea@the-dds.co.uk
www.thedentaldesignstudio.co.uk**



Opening hours
Monday to Thursday
8.30 am to 5.30 pm
Friday 8.30 am to 5.00 pm
Saturday by appointment only
Lunch closure between 1pm to 2 pm

Find us on
Facebook – The Dental Design Studio Hornsea
Follow us on Twitter – dentaldesignuk



Location

The Practice is conveniently located at the end of Newbegin next to Hall Garth Park. We have 3 fully equipped surgeries, with one being wheelchair accessible. There is parking directly in front of the practice for an hour or a free car park on Cinema Street just around the corner.

Our main entrance and two of the surgeries are step free so accessible for individuals with disabilities. If you have any specific needs or special requirements, please contact us in advance so we can ensure we meet them.

Our Team

Practice Ownership:

The practice is owned by The Dental Design Studio, which is jointly owned by Dr. Larry Levin and Dr. Jeff Sherer.

Dentists:

Dr M.Shahbaz (GDC No. 299354)

Dr A. Chatzinikolaou (GDC No 84413)

Therapists:

S.Brown (GDC No 114429)

E. Edison (GDC No 307373)

M. Azhar (GDC No 320763)

Quality Assurance

Our quality policy is dedicated to delivering a service that consistently meets the needs and expectations of our patients. This commitment to excellence is upheld through a robust clinical governance system, ensuring continuous enhancements in the workplace for each member of our practice team. As proud members of the BDA and adherents to the GDC, we align with their policies and procedures to uphold the highest standards of best practice.

We follow strict cross-infection control per HTM 01-05 guidelines and are CQC-registered, with regular inspections to ensure quality and compliance.

NHS Treatment Plans

At the start of your treatment, you'll receive a personalised plan with estimated costs. Please begin treatment within 2 months, or the plan may close, and a new one will be required. To ensure timely completion, please schedule and attend all necessary appointments.

Behaviour

In the interest of maintaining a safe environment for all, patients exhibiting violent, abusive, or aggressive behaviour will not be accommodated at the practice. Additionally, patients who choose not to comply with the dentist's treatment recommendations may no longer receive treatment.

Treatment

NHS & Private Services

PREVENTATIVE CARE

HYGIENIST

ROOT FILLINGS

RESTORATIVE CARE

CROWNS & BRIDGES

ORAL SURGERY

DENTURES

WHITE FILLINGS

COSMETIC DENTISTRY

TOOTH WHITENING

CLEAR ALINERS

COMPOSITE BONDING

NHS Prices and Charges

The current NHS band charges are clearly displayed in our reception and waiting areas. Some NHS patients may be eligible for full or partial exemptions from these charges. If you are unsure about your eligibility, please feel free to ask at reception.

Payment for NHS treatment is required at the start of the treatment.

We accept a range of payment methods, including cash and all major credit and debit cards. Our practice is PPS compliant. We also offer a range of finance options including 0% over 6 months.