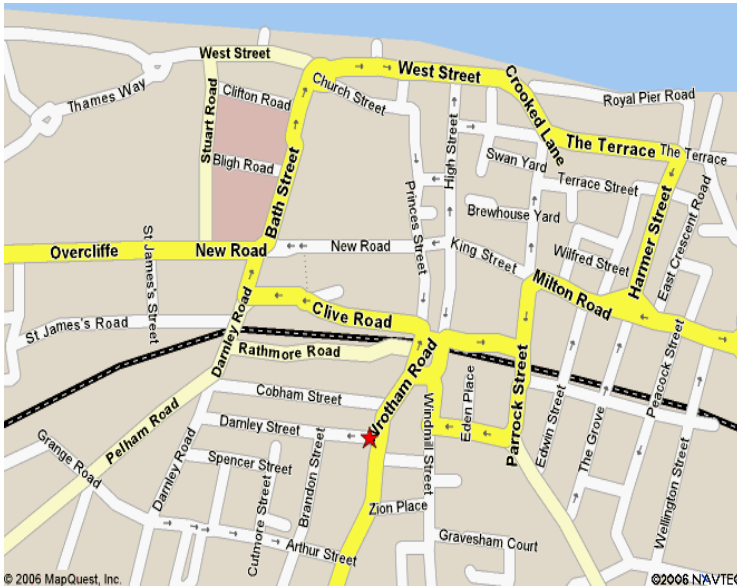


**THE PRACTICE IS LOCATED CLOSE TO GRAVESEND  
TOWN CENTRE OPPOSITE WOODVILLE HALLS.**



### **Surgery Hours**

Monday—Friday  
9:00—1:00pm  
2:00pm—5:30pm

**CALL 01474 534 995**

**FOR OUT OF HOURS EMERGENCY  
CONTACT DENTALINE ON  
01634 890 300  
(AFTER 5:00pm AND WEEKENDS)**

## **DENTAL SURGERY**

*AA TIKARE & ASSOCIATES*



**AA TIKARE  
& ASSOCIATES**

### *Practice Information Leaflet*

*14 Wrotham Road  
Gravesend  
Kent  
DA11 0PA*

*Tel/Fax: 01474 534995  
Web: [www.aatikare.com](http://www.aatikare.com)  
Email: [info@aatikare.com](mailto:info@aatikare.com)*

**(If you would like this leaflet in larger  
print, please request it from Reception)**

## **Thank you for choosing A A Tikare & Associates as your dental practice.**

We provide the full range of NHS treatment (except orthodontics and sedation) to all members of the public, children and NHS exempt patients. We also provide private treatment, including cosmetic dentistry and implants, to help improve your smile.

If you would like to make an appointment, please call us at 01474534995 or email us at [info@aatikare.com](mailto:info@aatikare.com). We will be glad to arrange one at a convenient time for you.

### **OPENING HOURS**

We are open during the following times:

#### **NHS/Private Surgery Hours**

**Monday—Friday, 9:00 am to 5:30pm**

We are closed for lunch from 1:00pm to 2:00pm every day. We accept both cash and card payments.

### **EMERGENCY CARE**

We provide prompt and early emergency care. If you require emergency care, please call us as early in the day as possible. Our staff members are instructed to deal with people in distress as soon as possible.

### **DISABLED ACCESS**

While we would like to be able to see all patients, due to the nature of the practice building, our treatment areas are not accessible to wheelchairs or patients with limited mobility and those who cannot climb stairs. If you are a wheelchair user, alternative arrangements can be made via NHS

England, Southeast Area Team on 0113 825 1433.

### **DENTISTS**

#### **Mr Akin Tikare BDS, FDSRCS (Eng.), PG Cert Imp Dent, MSc. (Principal)**

Qualified in 1992, Akin has worked in the Oral and Maxillofacial Surgery Departments of various hospitals, mainly in Southeast England for many years, gaining his Fellowship in Dental Surgery of the Royal College of Surgeons in 1999. He passed the Statutory Examination in 2001 and has been in General Practice since August 2002. Mr Tikare has a special interest in Surgical Dentistry and Dental Implantology. He holds the NHS Contract for the practice.

#### **Dr Ekta Patel, BDS London**

**Ekta** is a graduate of King's College, London and is our Senior Associate Dentist. She completed her Postgraduate Foundation training with us and has remained as an Associate.

#### **Dr Bababosipo Joaquim**

Babs is a graduate of University of Lagos and is our Junior Associate Dentist.

#### **Dr Reza Davari, BDS London**

We are very pleased to be a training practice for young dentists. Mr Akin Tikare is our dental trainer and our current trainee is **Dr Reza Davari**, a graduate of Kings College, London.

**Mrs Ayo Tikare** is our Practice Manager and is responsible for the oversight of all Practice Management and administrative matters.

#### **Our committed support team of Dental Nurses/Receptionists, are:**

**Mrs Linda Luxford, Practice Co-ordinator**

**Mrs Monica Grosu, Qualified Dental Nurse**

**Miss Augustina Iroko, Qualified Dental Nurse**

**Ms Sharmila Shrestha, Qualified Dental Nurse**

### **MAKING APPOINTMENTS**

You can express a preference about which dentist you would like to see at the time of booking your appointment. We will make all reasonable efforts to ensure that the request is accommodated.

### **LANGUAGES**

The following languages are spoken at the practice: **English only. Patients who are unable to communicate effectively in English are advised to visit the Surgery with a family member who can communicate in English.**

### **MISSED APPOINTMENTS**

Missing appointments wastes time and resources which are needed for other patients. Our practice policy is that if on more than one occasion, patients cancel with less than 24 hours' notice or fail to attend an appointment, then we will no longer be able to offer them NHS treatment.

We will of course take any special circumstances into account and, in some circumstances, we may offer private dental care.

For more information about NHS dental care, contact **NHS DIRECT on 111** or

online via [www.111.nhs.uk](http://www.111.nhs.uk). Or write to: **NHS England (South East), York House, 18-20 Massetts Road, Horley, Surrey, RH6 7DE** or call **0113 825 1433**. You can also contact them by email at: [engand.contactus@nhs.net](mailto:engand.contactus@nhs.net)

### **OUT OF HOURS EMERGENCY**

**For out of hours emergency, contact Denteline on 01634 890 300 after 6pm and at weekends.**

### **PATIENT CONFIDENTIALITY**

We take patient confidentiality extremely seriously and all personal information is treated with the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy in place. To view a copy of this policy, please ask at Reception.

**COMPLAINT PROCEDURE:** We aim to make your experience at the practice as pleasant as possible. However should you have any complaints, please contact Mrs Linda Luxford on 01474 534 995 who will take the details of your complaint and talk you through our Complaints Procedure. Alternatively, you can pick up a copy of our Complaints Procedure from Reception.

### **VIOLENCE AND AGGRESSION**

Please be warned that patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment, de-registered from the Practice and reported to the appropriate authorities.