



NATURAL SMILES

IMPLANT & COSMETIC DENTISTRY

NATURAL SMILES • CORBY

PATIENT INFORMATION FOLDER

EVERYTHING, IN ONE PLACE



Welcome. This folder gathers everything you may wish to know about how we look after you — who we are, how we care for your smile, how we protect your information, and the standards we hold ourselves to every single day.

FIND US

19 STANION LANE, CORBY

CALL US

01536 206 900

REGULATED BY THE CARE QUALITY COMMISSION • NATURALSILES.CO.UK

WHAT'S INSIDE

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SECTION ONE

01

WELCOME TO NATURAL SMILES

*Before anything else — who we are, what we stand for, and the people
who'll be looking after you.*

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OUR MISSION & VALUES

The promise behind everything we do.

OUR MISSION

“Here at Natural Smiles, we promised to deliver a unique patient experience, providing personalised and life-changing dentistry with trust and compassion.”

OUR CORE VALUES

I

INTEGRITY

II

ETHICAL
DENTISTRY

III

PROGRESSIVE
DENTAL CARE &
TREATMENT

IV

PASSION FOR
YOUR CARE

V

CLINICAL
EXCELLENCE

WHAT THIS MEANS FOR YOU

It means you are treated as a person, not a procedure — listened to, kept fully informed, and cared for by a team that genuinely takes pride in getting it right for you. Every page that follows is simply how we keep this promise.

STATEMENT OF PURPOSE

Who we are, what we do, and the thinking behind our care.

Published in line with the Health and Social Care Act 2008 and our registration with the Care Quality Commission, this is our promise in plain terms: to give you dental care of consistently high quality, in a calm and caring place, at a fair cost — and only ever the treatment that is right for you.

WHAT WE SET OUT TO DO

- Understand what you want from your smile — and then exceed it.
- Make your care as comfortable and convenient as it can possibly be.
- Hold ourselves to the highest professional and ethical standards, every visit.
- Invest in our team, our technology and our techniques so your care keeps getting better.
- Respond quickly and kindly whenever you need us.

HOW WE DO IT

We offer a genuinely personal service — the highest-quality materials and proven techniques, delivered with honesty, discretion and the utmost respect for your privacy, in comfortable surroundings and at a reasonable cost.

THE CARE WE'RE REGISTERED TO PROVIDE

We are registered with the CQC for the treatment of disease, disorder or injury, surgical procedures, and diagnostic and screening procedures. In practice, that means:

- | | |
|---------------------------------|------------------------------|
| • Preventive advice & treatment | • Routine & restorative care |
| • Root canal treatment | • Dental hygiene |
| • Surgical treatment | • Teeth whitening |
| • Crowns & bridgework | • Dental implants |
| • Orthodontics | • Facial aesthetics |
| • Sedation dentistry | |

SERVICE PROVIDER & REGISTERED MANAGER

PROVIDER / REGISTERED MANAGER	Dr Bhavnish Waghela • GDC No. 71137
ADDRESS	19 Stanion Lane, Corby, Northamptonshire, NN18 8ES
TELEPHONE	01536 206 900
EMAIL	info@naturalsmiles.co.uk
WEBSITE	naturalsmiles.co.uk

THE COMFORT OF THE DETAILS

Small things make a calm visit. Our Corby practice is well located on a main bus route, with on-site parking and a comfortable patient lounge. Everything is on the ground floor, so access is easy for wheelchair users, prams and pushchairs. We use digital imaging for instant radiographs at the lowest dose, and we maintain a dedicated on-site decontamination facility for the highest standards of infection control. The whole practice is a smoke-free environment.

HOW WE LOOK AFTER YOU

- **Your choice comes first.** We only proceed once we've talked through the risks, benefits and alternatives, and you've decided what's right for you.
- **We respect your privacy and dignity** at every step, and follow data-protection law to keep your information safe and confidential.
- **We listen.** We run patient surveys and welcome your feedback — it's how we keep improving.
- **We welcome children**, accompanied by someone able to consent on their behalf, in line with our consent policy.

PAYMENT, APPOINTMENTS & CANCELLATIONS

All patients are seen by appointment. We accept all major credit and debit cards (except American Express) and cash. We ask for three working days' notice for standard appointments, and five working days for implant, crown and veneer appointments — full details are in Section 4.

MEET THE TEAM

The people who'll be looking after your smile.

From the moment you arrive, you're in experienced, genuinely caring hands. You'll have a designated coordinator on hand to answer any question about your treatment, payment or appointments — so you never feel rushed, and never feel lost.

Dr Bhavnish Waghela

CLINICAL DIRECTOR & PRINCIPAL • IMPLANT & COSMETIC DENTISTRY

Founder of Natural Smiles, Dr Bhav qualified from King's College London in 1995 and has trained with some of the most respected implant and cosmetic dentists in the UK and USA. He focuses on dental implants and long-term, digitally-planned smile solutions, sits on the board of the British Academy of Cosmetic Dentistry, and mentors other dentists in implant dentistry. In short — you are in very good hands.

GDC No. 71137

Mrs Carol Boyd

PRACTICE MANAGER • TCO • COMPLIANCE

Carol leads the day-to-day running of the practice, CQC compliance and training — and is your point of contact for records, privacy and feedback.

Dr Shena Amin

ASSOCIATE DENTIST

Qualified in 2015, Shena is known for putting nervous patients at ease, with a special interest in clear aligners and cosmetic treatment.

GDC No. 277146

Dr Anisha Mistry

ASSOCIATE DENTIST • SAFEGUARDING LEAD

Bristol, 2018. Anisha loves enhancing natural smiles with short-term orthodontics and composite bonding, with a gentle, reassuring manner.

GDC No. 278041

YOUR CLINICAL SUPPORT TEAM

Miss Katie Rollings

HEAD DENTAL NURSE

Miss Luka Maxwell

DENTAL NURSE

Ms Suprena Jones

DENTAL NURSE

Miss Dominika Stachyra

DENTAL NURSE

Miss Darjana Ivanova

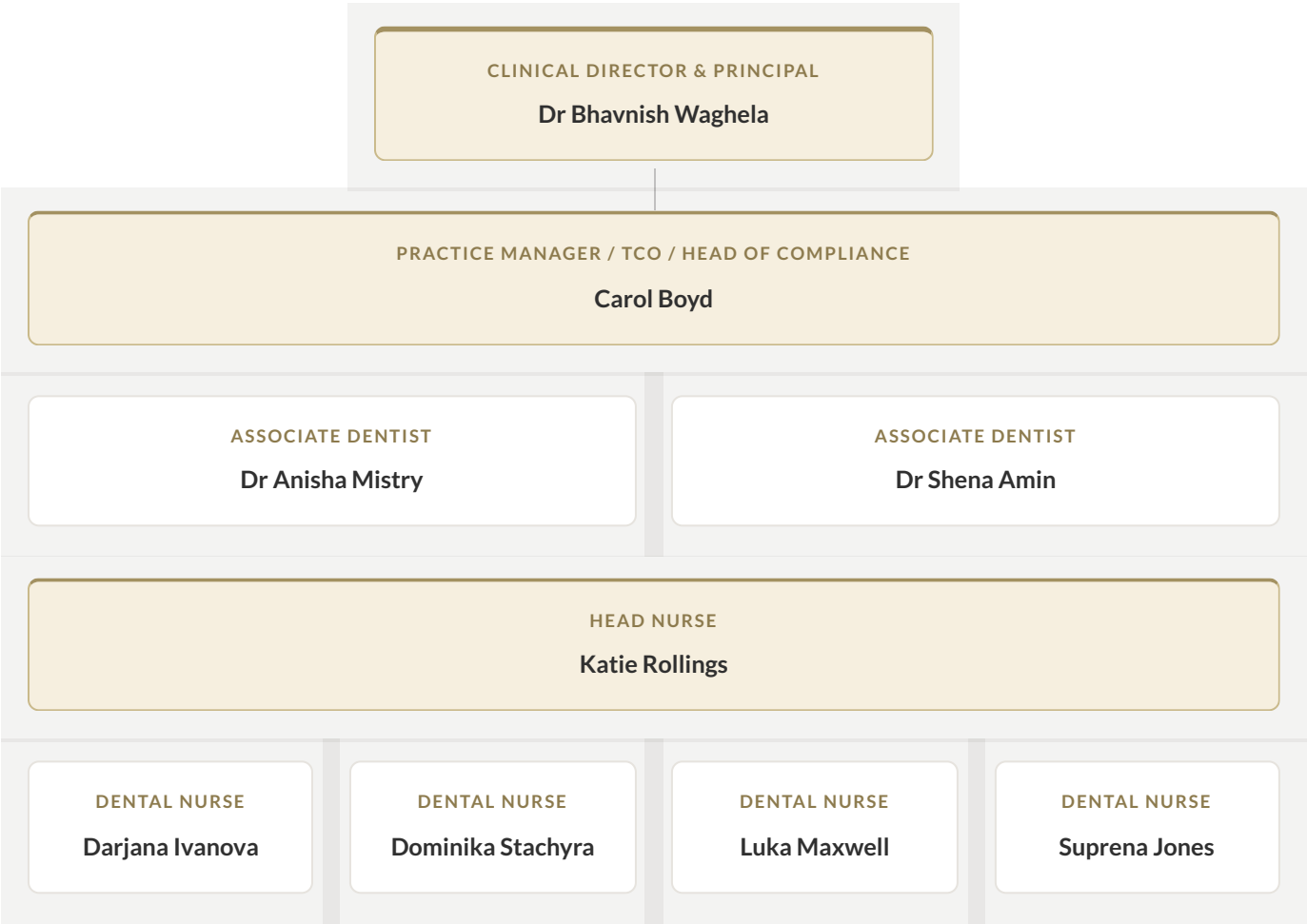
DENTAL NURSE

WHO'S RESPONSIBLE FOR WHAT

Registered Manager & Provider: **Dr Bhavnish Waghela** • Practice Manager, Compliance & Data Protection: **Mrs Carol Boyd** • Complaints Lead: **Mrs Carol Boyd** • Safeguarding Lead: **Dr Anisha Mistry** (Deputy: Mrs Carol Boyd). Every clinician is registered with the General Dental Council and keeps their skills current through ongoing professional development.

ORGANISATIONAL CHART

How the Natural Smiles Corby team is organised.



OPENING HOURS & HOW TO REACH US

When we're here, and the quickest ways to get hold of us.

CORBY

PHONE	01536 206 900
ADDRESS	19 Stanion Lane, Corby, Northamptonshire, NN18 8ES
EMAIL	info@naturalsmiles.co.uk
ONLINE	naturalsmiles.co.uk

GETTING HERE

TRAVEL	Well located on a main bus route
PARKING	On-site patient parking bays
ACCESS	All on the ground floor — easy for wheelchairs, prams and pushchairs
COMFORT	A relaxed patient lounge, in a smoke-free building

OPENING HOURS

Monday	09:00 – 17:30
Tuesday	09:00 – 19:00
Wednesday	09:00 – 18:30
Thursday	09:00 – 17:30
Friday	09:00 – 13:00
Saturday	Closed
Sunday	Closed

We close for lunch between 1.00pm and 2.00pm. Hours may vary over bank holidays — please confirm when booking.

IF YOU HAVE A DENTAL EMERGENCY

During opening hours, call **01536 206 900** — we keep urgent appointments free every day and aim to see you the same day. Out of hours, at weekends or on bank holidays, call the same number and select option 2 for swelling, bleeding or severe pain; you'll be directed to our on-call dentist — leave your name, number and a brief message and they'll call you back as soon as they can. In a medical emergency, always call 999.

BOOKING & PAYMENT

All patients are seen by appointment. Book or change a visit by phone, by email or in person, and we'll confirm the date, time and clinician. We accept all major credit and debit cards (except American Express) and cash.

SECTION TWO

02

PATIENT CARE & TREATMENT

*How we plan your care, protect your records, and keep you safe —
with your consent at the centre of it all.*

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II	Your Dental Records	P. 08
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TREATMENT & YOUR CONSENT

Nothing happens to your smile without your say-so.

Your treatment is always your decision. We treat you with respect, recognise your right to decide what happens to your own body — and that includes your absolute right to say no. Before any care begins, we make sure you genuinely understand your options, so the choice you make is truly your own.

WHAT WE'LL ALWAYS EXPLAIN

- Why we believe the treatment is needed.
- The benefits, and the risks, of going ahead.
- What might happen if you choose not to.
- The alternatives — and their risks and benefits too.

We use whatever helps it make sense to you, we welcome every question, and we give honest, full answers. There is never any pressure, and we always give you time to decide.

PUTTING IT IN WRITING

Because you are a private patient, once you decide to go ahead we give you a clear written treatment plan and cost estimate, which you sign to confirm you're happy — and we save a copy to your records. If anything about the plan or the cost needs to change along the way, we'll talk it through and agree it with you first, and give you an updated plan.

CHANGING YOUR MIND

You're free to refuse treatment, or to change your mind after agreeing — at any time. If you do, we won't pressure you; where it matters, we'll simply make sure you understand what declining might mean for your dental health.

CAPACITY & YOUNGER PATIENTS

Everyone aged 16 or over is assumed able to make their own decisions unless shown otherwise. Some children under 16 may also be able to give informed consent for their own care. If we are ever unsure whether someone can give valid consent, we seek advice from our professional defence organisation and, where appropriate, act in the person's best interests under the Mental Capacity Act 2005.

YOUR DENTAL RECORDS

Kept accurately, held securely, and always yours to see.

To care for you safely, we keep an accurate record of your dental history. We handle it fairly and lawfully, in full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 — because your trust matters as much as your treatment.

WHY WE KEEP RECORDS

Good records are what make your care safe, consistent and tailored to you — so that every clinician who sees you has the full picture, and nothing important is ever missed.

HOW WE KEEP THEM SAFE

- Held on secure, access-controlled and password-protected systems, with regular backups.
- Access is limited to the team members involved in your care or its administration.
- Every member of our team is trained in data protection and bound by confidentiality.
- Your information never leaves the practice without your authorised consent.

HOW LONG WE KEEP THEM

We keep adult records for at least **eleven years** after your last appointment. For children, we keep them until the age of **25**, or for eleven years — whichever is longer. After that, they are securely destroyed.

IT'S YOUR INFORMATION — JUST ASK

You're always welcome to see your records or ask exactly how we use your information. Please speak to our Practice Manager, **Mrs Carol Boyd**, or email info@naturalsmiles.co.uk. You'll find the full detail of your rights in our Privacy Notice in Section 3.

THE IMPORTANCE OF CONFIDENTIALITY

What you tell us, stays with us.

The relationship between you and our team is built on trust. You can only tell us everything we need to know to treat you safely if you're confident it will go no further — so keeping your information private isn't just a legal duty to us, it's the foundation of your care.

EVERYONE HERE IS BOUND BY IT

Every member of the Natural Smiles team — clinical and non-clinical — is bound by a strict duty of confidentiality, written into their terms of engagement. It follows the standards of the General Dental Council, the UK GDPR and Data Protection Act 2018, and the common-law duty of confidence. It applies to everyone, and it doesn't end when your visit does.

WHAT WE TREAT AS CONFIDENTIAL

Everything personal: your name and contact details, the fact that you are a patient at all, your appointments, your medical and dental history, the treatment planned or provided, anything you share about your circumstances, and your payment details.

THE FEW TIMES WE MAY HAVE TO SHARE

We only share your information with others involved in your care, or where you've given consent. The law allows disclosure without consent in a small number of situations — for example to provide you with onward care, where a court orders it, or where there is a serious risk to you or others. The decision rests with your dentist alone; no other team member can make it, and we share only what is strictly necessary, telling you wherever it is appropriate to do so.

OUR PROMISE

You can speak to us openly and honestly, knowing your privacy and dignity will always be respected. That's a promise.

INFECTION CONTROL

The quiet, careful work that keeps every visit safe.

Rigorous infection control protects everyone — you, your dentist, your nurse and every patient who follows. It's one of the clearest signs of a safe, well-run practice, and we take it very seriously indeed.

HOW WE KEEP YOU SAFE

Our whole clinical team trains regularly in infection control, and we follow current guidelines and the standards set by the GDC and CQC. Every day, that means:

- Sterilisation of equipment before and after use
- Chemical disinfection of all surfaces
- Single-use, disposable materials wherever possible
- Safe disposal of sharp instruments
- Gloves, face masks and protective clothing
- Eye protection and disinfectant hand washing

OUR DECONTAMINATION ROOM

We sterilise all reusable equipment, including dental handpieces, in a dedicated decontamination room. Our autoclave kills bacteria and viruses with steam, heat and pressure, and we run safety checks every morning to confirm it's working exactly as it should.

THE BEST DEFENCE IS KNOWING

The more you know about how we work, the more relaxed you can be in our care. If you'd ever like to know more about our daily procedures, please just ask — we're always happy to show you.

SECTION THREE

03

PATIENT INFORMATION & RIGHTS

Your information, your right to be heard, and the independent standards we're held to.

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PRIVACY NOTICE FOR PATIENTS

What we hold, why we hold it, and the rights you have over it.

This notice explains how Natural Smiles, as data controller, collects and uses your personal information. We comply fully with the UK GDPR and the Data Protection Act 2018 – so your information is processed fairly, lawfully, and only ever to look after you well.

WHAT WE HOLD

- Your personal details – name, age, address, telephone, and your GP.
- Your past and current medical and dental history.
- Radiographs, clinical photographs and study models.
- The treatment we've provided or proposed, and its cost.
- Your consent to treatment, and notes of relevant conversations.
- Correspondence with other professionals involved in your care.

WHY – AND WHO WE MAY SHARE IT WITH

We hold your information for one reason: to give you safe, appropriate dental care. We share it only on a strict **need-to-know basis** – with your GP, hospital or community dental services, dental laboratories, or other health professionals caring for you. We never sell your information, and we don't share it for marketing without your consent. In rare cases the law or a court may require disclosure; wherever possible, we'll tell you first.

HOW WE KEEP IT SECURE

Your records are held in our practice computer system and secure manual files, accessible only to authorised staff via regularly-changed passwords. Data is encrypted, screens are locked when unattended, and nothing leaves the practice without your authorised consent.

MAKING A COMPLAINT

If something hasn't felt right, we genuinely want to hear it.

All of your feedback matters to us — what we did well, what we could do better, and anything in between. If you ever need to raise a concern, we want it to be easy, and we promise you'll never be treated any differently for speaking up. Here's what you can expect from us.

1

WE MAKE IT EASY TO RAISE

You can tell us in person, or write or email — and information about how to complain is easy to find without you having to ask. We take every concern seriously.

2

WE KEEP YOU INFORMED

We'll tell you who is dealing with your complaint and when to expect a response, and keep you updated on progress — including if anything is taking longer than planned.

3

WE ANSWER YOUR QUESTIONS

It should be clear to you what happened and why. Our response will be empathetic, considered and within the time we promised.

4

WE LEARN FROM IT

We'll show you how your feedback has been listened to and acted upon — because that's how we keep getting better for everyone.

THE SIMPLEST FIRST STEP

Most things are resolved quickly with a quiet word. Please speak to the team member caring for you, or ask for our Complaints Lead, **Mrs Carol Boyd**. Prefer to put it in writing? Email info@naturalsmiles.co.uk or write to us at 19 Stanion Lane, Corby, NN18 8ES. Our full procedure is on the next page.

OUR COMPLAINTS PROCEDURE

The full procedure we follow whenever a concern is raised.

Our procedure is designed to settle any complaint as quickly and fairly as possible, in line with the General Dental Council's standards and the requirements of the Care Quality Commission.

WHO HANDLES IT

Our Complaints Lead is **Mrs Carol Boyd**. If you'd like further advice about the process, you can ask **Dr Bhavnish Waghela**, who, where appropriate, will recommend an independent advocate. A copy of this procedure is also held in our waiting room.

WHAT HAPPENS, AND WHEN

1

ACKNOWLEDGEMENT

We acknowledge your complaint within two working days and confirm who is handling it.

WITHIN 2 WORKING DAYS

2

INVESTIGATION

We find out what happened and what, if anything, went wrong — and make it possible for you to discuss it with those concerned.

TARGET: WITHIN 10 WORKING DAYS

3

EXPLANATION

We offer a full explanation or a meeting, as you prefer, and identify what we'll do to make sure it doesn't happen again. If there's any delay, we'll keep you informed.

If you're complaining on behalf of someone else, we'll need their signed consent before we can share their information — unless they're unable to provide it, in which case we'll act in their best interests.

IF YOU'RE STILL NOT HAPPY

Dental Complaints Service

PRIVATE TREATMENT

A free, impartial service for private dental care. 37 Wimpole Street, London, W1G 8DQ.

020 8253 0800 · dcs.gdc-uk.org · info@dentalcomplaints.org.uk

Care Quality Commission

SERVICE REGULATOR

The CQC welcomes information about services. Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

03000 616161 · cqc.org.uk · enquiries@cqc.org.uk

CQC CERTIFICATE OF REGISTRATION

We are registered with, and regulated by, the Care Quality Commission.

The Care Quality Commission is the independent regulator of health and social care in England. Natural Smiles is registered with the CQC and inspected against its fundamental standards of quality and safety. Our official certificate is displayed in reception; the particulars below summarise our registration.



CARE QUALITY COMMISSION

CERTIFICATE OF REGISTRATION

This is to certify that the following service provider is registered under the Health and Social Care Act 2008 in respect of the regulated activities listed.

MR BHAVNISH WAGHELA — Natural Smiles, Corby

PROVIDER ID
1-153023455

LOCATION ID
1-232643902

CERTIFICATE NUMBER
1-274731617

DATE OF REGISTRATION
09/06/2011

REGISTERED ADDRESS
Natural Smiles, 19 Stanion Lane, Corby, Northamptonshire, NN18 8ES

REGULATED ACTIVITIES
Treatment of disease, disorder or injury • Surgical procedures • Diagnostic & screening procedures

VERIFY OUR REGISTRATION

You can read our latest CQC inspection report and confirm our registration at any time at [cqc.org.uk](https://www.cqc.org.uk), or by contacting the CQC on **03000 616161** (CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA).

ICO DATA PROTECTION REGISTRATION

We are registered with the Information Commissioner's Office as a data controller.

Because we hold personal information about you, the law requires us to register with — and pay an annual data protection fee to — the Information Commissioner's Office (ICO), the UK's independent authority for data protection. Our current registration is set out below, and our certificate is displayed in reception.



INFORMATION COMMISSIONER'S OFFICE

DATA PROTECTION REGISTRATION

This is to certify that the data controller named below is registered under the Data Protection Act 2018 in respect of the processing of personal data.

NATURAL SMILES LIMITED — Bhavnish Waghela, Corby

REGISTRATION REFERENCE
ZA075844

DATA CONTROLLER
Natural Smiles Limited

DATE REGISTERED
16/09/2014

REGISTRATION EXPIRES
15/09/2026

REGISTERED ADDRESS
19 Stanion Lane, Corby, Northamptonshire, NN18 8ES

VERIFY OUR REGISTRATION

You can confirm our data protection registration at any time using reference **ZA075844** on the ICO register at **ico.org.uk**, or by contacting the ICO on **0303 123 1113** (Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF).

SECTION FOUR

04

PRACTICE POLICIES RELEVANT TO YOU

*The everyday policies that keep our practice safe, fair and welcoming
— for you and for everyone in it.*

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CCTV AT NATURAL SMILES

A quiet layer of security, handled responsibly.

So that you, our visitors and our team can feel safe and secure, we operate CCTV at the practice. We use it responsibly and in line with the Data Protection Act and the Information Commissioner's Office guidance — never to intrude on your privacy.

WHERE CAMERAS ARE — AND AREN'T

Cameras cover the **reception, corridor and external areas** only. They are never placed in surgeries, consultation rooms, toilets or anywhere you'd reasonably expect privacy. Signs at reception, and a note on our website, let you know CCTV is in operation.

HOW FOOTAGE IS HANDLED

PURPOSE	The safety and security of patients, staff and premises — nothing more.
WHAT'S RECORDED	Visual images only, 24 hours a day. Our cameras do not record audio.
RETENTION	Recordings are securely held and kept no longer than 30 days , then overwritten.
ACCESS	Restricted to the practice owner and the data protection officer, who checks the system is working as intended.
DISCLOSURE	Only ever to the relevant authorities where safety or security has been compromised. We never share images with other third parties.

YOUR RIGHT TO SEE FOOTAGE

You can ask to see images of yourself, as part of a data protection request. Please make the request in writing, with enough detail for us to identify you and the date and time of your visit. There's normally no charge. Just speak to reception or email info@naturalsmiles.co.uk.

CANCELLATIONS & MISSED APPOINTMENTS

Your time is held just for you — a little notice helps us pass it on.

When you book, that time is reserved exclusively for you, with a dedicated clinician and team. We completely understand that life happens and plans change — all we ask is for as much notice as you can give, so we can offer the time to someone else who needs it.

THE SIMPLE VERSION

IF YOU CANCEL	No charge , usually — as long as you cancel within the notice period below. If you cancel on the day, we may keep your deposit towards the cancellation fee.
IF AN APPOINTMENT IS MISSED	A charge may apply, which we'll ask you to settle before booking again.
HOW TO TELL US	By phone, email or in person. A voicemail outside hours is fine.

We ask for **three days' notice** for standard appointments and **five working days' notice** for dental implant and veneer appointments. Any charge is always considered in the circumstances of the patient and applied fairly at the practice's discretion.

REPEATEDLY MISSED APPOINTMENTS

If appointments are repeatedly missed or cancelled at short notice, we may ask for future bookings to be paid for in advance, where the cost of the reserved time is settled on booking whether or not the appointment is attended. We'll always talk this through with you first.

FAIRNESS WORKS BOTH WAYS

Just as we ask for notice from you, if we ever need to move your appointment we'll give you as much notice as possible and reschedule at the earliest time that suits you.

SAFEGUARDING CHILDREN & VULNERABLE ADULTS

Everyone who walks through our door deserves to feel safe.

At Natural Smiles we are committed to protecting children and vulnerable adults from harm. Our whole team understands its responsibility to recognise concerns — and to act on them.

WHO TO TALK TO

Our Safeguarding Lead is **Dr Anisha Mistry**, with **Mrs Carol Boyd** as her deputy. They are your points of contact for any concern, and they keep our safeguarding policies up to date and properly followed.

HOW WE KEEP PEOPLE SAFE

- We stay alert to safeguarding issues, and build good practice into all our procedures.
- We share concerns with the agencies who need to know, involving parents and children appropriately.
- We follow careful recruitment, including references and DBS checks, and give our team the supervision, support and training they need.
- We respect each person's needs, background and culture, and support everyone to make their own decisions about their care.

IF YOU THINK YOU'RE BEING HARMED — PLEASE TELL SOMEONE

Speak to Dr Anisha Mistry, Mrs Carol Boyd, or any member of our team. Anything you tell us is held in the strictest confidence, and we'll help however we can. You don't have to speak to us — but please speak to someone:

0800 800 5000 · nspcc.org.uk |
samaritans.org

0800 1111 · childline.org.uk |

116 123 ·

CHAPERONE POLICY

You're never on your own in the chair.

We're committed to a safe, supportive environment for every patient. Whenever we examine or treat you, we aim to have another team member — ideally a GDC-registered colleague — present in the room.

WHY A CHAPERONE IS THERE

Their main role is to help in the unlikely event of a medical emergency. A chaperone can also:

- Assist the dentist during your treatment.
- Offer you emotional comfort and reassurance.
- Act as an interpreter where that helps.
- Be an independent third party should there ever be a need for a record of your appointment.

YOU'RE WELCOME TO BRING YOUR OWN

If you'd feel more comfortable bringing someone with you to your appointment, you are very welcome to do so — just let us know.

OUT-OF-HOURS EMERGENCIES

In exceptional circumstances — such as an out-of-hours dental emergency — a chaperone may not be available. In those cases, the dentist will carefully assess any risks before starting treatment. Where a dentist routinely works without a chaperone, a risk assessment has been carried out and appropriate measures put in place.

VIOLENCE & AGGRESSION POLICY

A calm, respectful practice — for everyone in it.

A practice built on respect — for every patient, visitor and member of our team. At Natural Smiles we've deliberately created something rare: a genuinely calm, welcoming dental environment. That isn't accidental — it's core to who we are and how we work. We believe great outcomes happen when everyone feels safe, respected and valued, and that's non-negotiable for us.

OUR CLEAR POSITION

Behaviour that undermines safety, respect or dignity — in any form — has no place here. We take this seriously because your experience, and our team's wellbeing, depend on it. If anyone behaves in a way that is aggressive, threatening or disrespectful towards our dentists, team, patients or visitors — whether through words, actions or implied threats — we'll ask them to leave. No second chances, no exceptions.

WHAT THIS MEANS IN PRACTICE

We won't tolerate:

- Verbal aggression, swearing, name-calling or shouting
- Threats towards our team, patients, property or families
- Abuse based on race, gender, sexual orientation or any protected characteristic
- Bullying, intimidation or threatening language
- Physical assault or violence, whether or not injury occurs

HOW WE PROTECT EVERYONE HERE

This isn't just policy — it's culture. Our Practice Manager leads the training and implementation, and every team member has a responsibility to look after themselves and their colleagues. We're legally accountable for our team's safety at work and, more importantly, we care about them as people — so this commitment applies to everyone.

THANK YOU

Thousands of patients have chosen Natural Smiles precisely because it feels calm and professional. That only works if everyone — patients, visitors and team — shares the same respect for what we're building here. Your help in maintaining that matters more than you might think.

SECTION FIVE

05

PRACTICE GOVERNANCE

*The behind-the-scenes standards that keep everything running safely.
Optional reading — but always here if you'd like it.*

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HEALTH & SAFETY

A responsibility we take as seriously as your treatment.

Natural Smiles gives the highest priority to health, safety and the environment. We carry out everything we do safely and responsibly — because we believe high standards here are the mark of a responsible employer, and central to our continued success.

HOW WE WORK

- To the highest standards of dental care, and of health, safety and environmental best practice.
- Using appropriately trained and qualified staff and service providers.
- In full compliance with all relevant legislation.

HOW WE KEEP IT THAT WAY

- We consult and involve our team and others, with the aim of avoiding ill health, accidents and harm to the environment.
- We give named people clear responsibility for managing procedures and their safety and environmental consequences.
- We maintain, review and — wherever we can — improve our performance year on year.

AVAILABLE ON REQUEST

Our full general risk assessment and radiograph risk assessment are maintained at the practice and available on request. Please ask our Practice Manager, Mrs Carol Boyd.

FIRE SAFETY & WARDENS

Should you ever need it, everyone here knows exactly what to do.

Your safety in our building matters as much as your safety in the chair. We maintain clear fire-safety procedures, trained fire wardens and regular checks — so that in the unlikely event of an alarm, you'll be calmly and quickly guided to safety.

OUR FIRE WARDENS

Fire warden duties are the responsibility of **Mrs Carol Boyd** and **Miss Kate Rollings**. Our whole team is trained, with regular in-house refreshers, in what to do if a fire breaks out, how to evacuate safely, and how to call the fire brigade. Our fire alarms and extinguishers are inspected annually by Quantum Fire.

IF THE ALARM SOUNDS

- Please stay calm, don't run, and don't stop to collect belongings.
- Our team will guide you out by the nearest safe exit and check every room.
- Make your way to the assembly point — the **bottom of the hill in the car park**.
- Please don't re-enter the building until the fire service confirms it's safe.

KEPT SAFE, EVERY WEEK

Behind the scenes, our wardens keep escape routes clear and clearly signed, carry out weekly alarm tests, check extinguishers and emergency equipment, keep the fire logbook up to date, and coordinate regular fire drills.

IF YOU NEED EXTRA HELP TO LEAVE

If you use a wheelchair, or would need any assistance to evacuate, please mention it when you arrive — our team will make sure you're personally supported to a safe place and looked after until help arrives. Your safety is always our first priority.

COLD SORES POLICY

A small kindness that protects you — and everyone else.

Cold sores are very contagious, so our clinicians follow strict infection-control guidelines around them. If you arrive with an active cold sore, your dentist will decide — based on the treatment you need — whether it's best to go ahead or to reschedule.

WHY WE'RE CAREFUL

The virus can spread by direct contact or through the fine water droplets our equipment produces. That can cause real problems for you as well as for our team — including spreading to other areas of the face. If it reaches the eyes, it can lead to serious complications, so it's genuinely worth a little patience.

WHAT THIS MEANS IN PRACTICE

If your appointment is for anything other than a standard examination, we'll usually reschedule it for once your cold sore has fully healed. We're sorry for any inconvenience, and we thank you for bearing with us — we have only your health, and the health of our team, in mind.

NOT SURE?

If you wake up with a cold sore before an appointment, give us a quick call on 01536 206 900. We'll let you know whether to come in as planned or pick a better time — no fuss either way.

PUBLICATION SCHEME

The information we make routinely and openly available.

In the spirit of openness, and as encouraged by the Freedom of Information Act 2000, this scheme is a simple guide to the information Natural Smiles makes available to the public. Most of it is on our website or displayed in the practice, and it's almost always free.

1 • WHO WE ARE	Our practice details, structure and key people — see our Statement of Purpose.
2 • OUR SERVICES	The treatments we provide; on our webpage or by calling reception on 01536 206 900.
3 • FINANCIAL INFORMATION	The cost of our treatments.
4 • FOR PATIENTS & PUBLIC	Information on types of dental treatment and facial aesthetics.
5 • COMPLAINTS	Our practice complaints procedure, available from the practice.
6 • OUR POLICIES	Data protection & security, confidentiality, health & safety, radiation protection, infection control, payments and equal opportunities.
7 • THIS SCHEME	Any changes we make to the scheme itself, and a point of contact for information requests.

HOW TO REQUEST INFORMATION — AND YOUR RIGHTS

Just ask at reception, call us, or email info@naturalsmiles.co.uk. Under the Data Protection Act you're also entitled to access your own dental records and any personal information we hold — please contact Practice Manager **Mrs Carol Boyd** or **Dr Bhavnish Waghela** at Natural Smiles, 19 Stanion Lane, Corby, NN18 8ES. Most information is free; for multiple printouts a small charge for copying and postage may apply, which we'll confirm in advance.

FIND US

19 STANION LANE
Corby · NN18 8ES



NATURALSILES.CO.UK
Exceptional Dentistry · Exceptional Care

CALL US

01536 206 900
info@naturalsmiles.co.uk

WE'D VALUE YOUR FEEDBACK

A few minutes of your time helps us look after you, and every patient, better.

We value your opinion. If you have a few minutes, we'd be very grateful if you'd share a little about your recent experience with us — what felt good, and anything we could do better. Your thoughts genuinely shape the care we give.

COMPLETE OUR QUESTIONNAIRE

We've prepared a short questionnaire to help us understand your needs and keep improving. Please hand it to reception once completed, or pop it in the box provided.

LEAVE US A GOOGLE REVIEW

If today was a positive experience, a review on Google means a great deal to a practice like ours. Simply scan the QR code at reception, or ask us to send a link straight to your phone.



THANK YOU

From all of us at Natural Smiles Corby.