

Policies and Procedures

Policy Against Violence & Aggression

At LeoDental, we operate a policy of zero-tolerance. Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities and in certain cases if found appropriate, the police.

Patient Confidentiality

Patient Confidentiality is taken extremely seriously at LeoDental and all personal information is treated in the strictest confidence, in accordance with our practice Confidentiality Policy.

LeoDental complies with the 1998 Data Protection Act and our Data Protection Code of Practice for Patients Policy, describes our procedures for ensuring all personal information is processed fairly and lawfully. A copy of this can be obtained from our website or at LeoDental.

Complaints Procedure

At LeoDental, we set our standard of care very high and aim to make your experience as pleasurable as possible. However, if you feel we have fallen short, please let us know so that we can rectify the cause for dissatisfaction and improve our service to the high standard you expect.

However, should you have any complaints, please contact Dr Kunal Shah (Principle) who will be able to deal with any concerns you may have and guide you through our procedure. Our practice complaints policy is available from our website.



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Bell Lane Dental Practice

19 Bell Lane, Hendon
London NW4 2BP

T: 0208 203 3155

E: info@leodental.co.uk

www.leodental.co.uk

Opening Hours

We are open during the following hours:

Mon-Thurs: 09.00 - 18.00

Friday: 09.00 - 13.00

Saturday: By Appointment Only

The surgery is closed between 13.00-14.00 for lunch.

How To Find Us:



By Car: Free 2hr Bay Parking Outside the practice, Free 2hr Car Park 100 yards from the Practice, Free Off-The-Road Parking

By Train: Hendon Central Station on the Northern Line is a short 10mins walk away

By Bus: The following buses stop on Brent Street/Green Lane, a short 1min walk

83 - Route connecting Golders Green
Hendon-Wembley Park-Alperton

183 - Route connecting Golders Green
Hendon-Kingsbury-Kenton-Pinner

240 - Route connecting Golders Green
Hendon-Mill Hill-Edgware

For detailed bus routes and timetables,
we advise looking on www.tfl.gov.uk.

About Us

Welcome to LeoDental – Bell Lane Dental Practice.

We are a well established ground floor family practice situated on Bell Lane, in the heart of Hendon.

LeoDental first started as a concept by Dr Kunal Shah in 2012 with a simple vision – using the latest technology coupled with the best materials and a skilled dental team to provide an unparalleled service at an affordable price.

In an ever-changing economy, and with a growing brand, LeoDental will always keep its core values constant- providing great dentistry with a modern, bespoke approach to improve the health and appearance of your smile.

The Team

General Dentist

Dr Kunal Shah (Clinical Director & Principle Dentist)

BDs PGCE

Implant Team

Dr Kunal Shah (Clinical Director & Principle Dentist)

BDs (Bham) PGCE

Dr Khoi Le

DDs (Germany) PgDip Implantology (Eastman Dental Institute)

Our LeoDentists are backed by our committed support team of very experienced nurses and receptionists.

Access

We endeavour to see all patients and our ground-floor practice has been designed so patients with disabilities can access care. If you do have a disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Services Provided

As a mixed practice, we provide the full range of NHS Treatments to all members of the Public as well as Independent and Private Care on request.

Our Award-Nominated LeoDentists provide Cosmetic Dentistry such as Dental Implants, Invisalign and Botox & Dermal Fillers.

A list and explanation of our NHS, Independent and Private Care services and price lists can be found on our website, at the reception or provided to you by one of our LeoDentists.

Payment Methods

We accept the following methods of payment at the practice:

Cash and all Major Credit & Debit Cards

Finance Options (Interest Free & Interest Bearing) are available for certain treatments and this can be discussed with your LeoDentist prior to the commencement of any treatment.

Appointments

We will always try to arrange appointments at a time convenient to patients. If you find you have made an appointment that you subsequently cannot keep, please cancel with at least 24 hours notice, so we may give the appointment to someone who may need to see us at short notice. If less than 24hrs notice is given a charge may be made.

[Note: Under the NHS, patients cannot be charged for missing an appointment. However, if a patient cancels an appointment at short notice or fails to attend on more than one occasion, the patient might be refused further care under the NHS]

Emergency Care

At LeoDental, all our LeoDentists have emergency slots available within their daily schedules. These slots are only available on the day. Patients who require urgent attention are advised to phone the practice at 9am to be allocated an emergency treatment slot.

Out-of-Hours Dental Emergency

Should you have a dental emergency outside the normal practice hours, please telephone 111 which will put you in contact with the local emergency clinic operated by the primary care trust. They will aim to deal with the immediate problem.