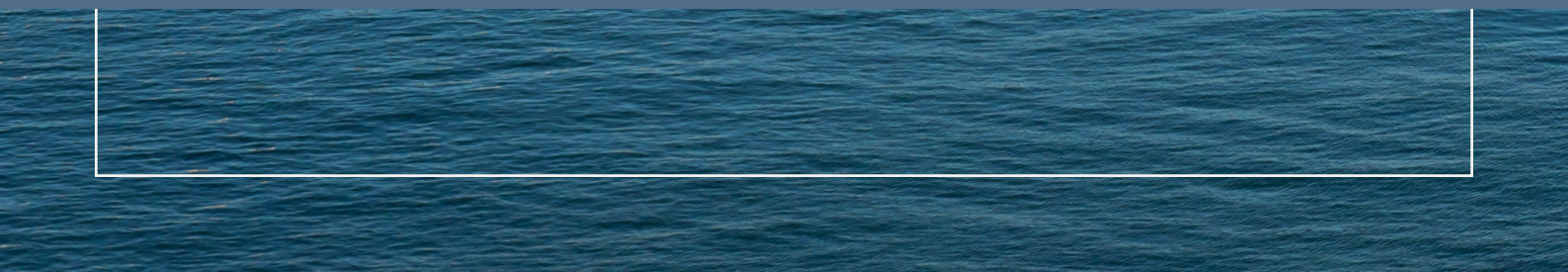




TERRACE
DENTAL CARE



Practice Information Leaflet





Introduction to Terrace Dental Care

Thank you for choosing Terrace Dental Care. This leaflet provides helpful information about our services. If you have any further questions, please do not hesitate to speak to Dr Shilpa Joshi, our Practice Manager, or call us on 01626 889268. We are committed to providing high-quality dental care, taking the time to understand your individual needs. All treatment is carried out in complete confidence by properly trained staff. We believe in involving our patients in every decision about their care.



TERRACE
DENTAL CARE

Practice Legal Entity

Terrace Dental Care is operated by Terrace Practice Care Ltd

- Company Director: Dr Preshit Mulay
- Practice Manager: Dr Shilpa Joshi

Professional details of every dentist at the practice

Preshit Mulay

Practice owner and principal dentist

BDS 2001, Pune, India

FRD 2023, Ripeglobal Australia

GDC registration number: 102475

John Ionescu

Associate Dentist

DMD 2018, Bucharest, Romania

GDC registration number: 279277

Alina Petrescu

Associate Dentist

DMD 2018, Bucharest, Romania

GDC registration number: 279177

Our dentists are supported by our committed team

Shilpa Joshi

Practice Manager

MBBS 1997, Mumbai, India

M.D Pathology 2003, Mumbai, India

FRCPath 2015, Royal College of Pathologists, UK

PhD (Medical studies) 2024, University of Exeter, UK

Monika Helman

Dental Nurse

Registered under s36C of the Dentists

Act 1984 2016

GDC registration number: 261363

Nazguita Khomamizadeh

Dental Hygienist

Diploma Dental Hygiene, Sweden 2002

GDC registration number: 6146

Shaunagh Palmer

Dental Nurse

National Diploma in Dental Nursing

NEBDN 2013

GDC registration number: 246397

Emma Jane Sadler

Receptionist and dental nurse

National Certificate NEBDN 2001

GDC registration number: 160920

Treatments Offered at Terrace Dental Care

We offer a comprehensive range of dental treatments for the whole family, delivered with care and compassion. Most treatments are provided on a private basis, with a focus on affordability and personalised care. We are always happy to discuss your options and help you find the best treatment plan for your needs.

OUR SERVICES INCLUDE:

General dentistry:

fillings, crowns,
bridges, gum care,
and root canals

Cosmetic dentistry:

teeth whitening,
veneers, orthodontics

Dental implants and minor oral surgery

Emergency dental care for referred NHS patients

Paediatric dental care (limited NHS availability for children)

Support for patients with sleep-disordered breathing

Booking a New Appointment

Appointments can be made by:

- Calling us on 01626 889268
- Speaking to our reception team in person
- Requesting a new appointment via email

New patients will be asked to complete a registration form. To confirm private appointments, new patients are required to pay a non-refundable deposit.

Methods of Payment

We accept the following methods of payment:

- Debit and credit cards: Visa, Mastercard, Maestro (we not accept American Express)
- Cash (preferred use of card payments for security)

Surgery Hours

Monday – Friday: 08:45 am – 13:00 pm and 14:00 pm – 17:00 pm

Closed during lunch: 13:00 pm – 14:00 pm

Closed on weekends

Out-of-Hours Service

Call 01626 889268 – the automated phone message will direct you to the appropriate on-call service. For urgent dental advice outside our working hours, please call **01626 889268** – this service is available 24/7.

Missed Appointments

Missed appointments waste valuable time and resources. Our policy is as follows:

Private Patients:

Repeated short-notice cancellations (less than 48 hours) or failure to attend appointments will incur a charge.

Denplan Patients: If a Denplan appointment is missed, the pre-paid session will be forfeited.

The next appointment will be scheduled based on the patient's recall interval. If an earlier appointment is requested, a private examination or hygiene fee will apply.

NHS Paediatric Patients:

If more than one appointment is missed or cancelled with less than 48 hours' notice, NHS treatment may no longer be offered. Private care may still be available, subject to a non-refundable deposit.

Mitigating circumstances will always be taken into consideration.

Complaints Procedure

We welcome all feedback, including complaints, as opportunities to improve. If you have concerns, please speak to a member of our reception team or ask to speak directly with Dr Preshit Mulay. A full copy of our complaints policy is available on request. All concerns will be handled promptly, sensitively, and fairly.

If you remain dissatisfied, you may contact:

Dental Complaints Service

37 Wimpole Street, London W1G 8DQ

Phone: 020 8253 0800 (Mon–Fri, 09.00 am – 17.00pm)

Email: info@dentalcomplaints.org.uk

NHS England

PO Box 16738, Redditch, B97 9PT

Phone: 0300 311 22 33

Email: england.contactus@nhs.net

(Include "For the attention of the complaints team" in the subject line.)

Patient Confidentiality

We take confidentiality very seriously. Patient information is protected in accordance with Data Protection and Data Security Policies. Only authorised staff have access to your records, and no information is shared without your explicit consent (unless required by law). Patients may request access to their records at any time. A small administrative fee may apply.

Violence and Abuse Policy

We have a zero-tolerance policy for abuse or violence toward staff or other patients. Any such behaviour will result in withdrawal of treatment and may be reported to the relevant authorities.

Practice Policies (Available on Request)

- Infection Control Policy
- Confidentiality Policy
- Complaints Policy (with named contact)

Accessibility

Surgery 1 is accessible for patients using wheelchairs or mobility aids. We also have a disabled toilet. Please inform us in advance if you have any specific needs so we can make suitable arrangements. Your comfort and dignity are our priority.

Parking Information

Dawlish Station Car Park (APCOA)
Richmond Place, EX7 9PJ
Coronation Avenue Car Park
EX7 9EG

Transport Options

By Train: Dawlish Railway Station is approximately 150 metres from the practice.

By Bus:

Country Bus Devon – Route 186
Stagecoach South West – Route 2

By Car/Taxi:

Terrace Dental Care is located on Iddesleigh Terrace, just off Exeter Road (A379) — making it convenient for drop-off and pick-up.