

Our orthodontic specialists



Dr Sarah Hepburn
BSc BDS (London, 1999), MFDS RCS
(England, 2001), MSc, MOrth (Edinburgh,
2005), MSc Lingual Orthodontics
(Germany)
GDC number: 76365



Dr Jilpa Patel
BDS (Hons, London, 2001), MFDS RCS
(England, 2003), MSc Orthodontics
(London, 2006), MOrth (London, 2007)
GDC number: 79986



Dr. Vittorio Cacciafesta
Dip Dent (Napoli, 1993)
GDC number: 255345

Other information

We have parking available at the practice.

Our treatment areas are accessible to wheelchairs.

If you do have any 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.

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

Primary Care Organisation

Information about local NHS dental services can be obtained from the NHS England Charter House, Parkway, Welwyn Garden City,

ALS 6JL, telephone 01707 390855, email

England.contactus@nhs.net

Alternatively, you can contact NHS 111

Complaints procedure

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact our complaints manager, Emma Bailey You can send your complaints to 5 Letchmore Road Stevenage SG1 3JH, call us on 01438765390 or email the Complaints Manager on inlineortho.stevenage@nhs.net. Alternatively, you can complete our online complaints form at <https://www.inlineorthodontics.co.uk/contact-us/>. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to NHS England at england.contactus@nhs.net with 'For the attention of the complaints team' in the subject line.

Contact us

5 Letchmore Road, Stevenage, Hertfordshire,
SG1 3JH

01438 765390

info@inlineorthodontics.com

inlineortho.stevenage@nhs.net

Opening Times

Monday	8:30 - 5:00
Tuesday	8:30 - 5:00
Wednesday	8:30 - 5:00
Thursday	8:30 - 5:00
Friday	8:30 - 4:00
Closed at weekends	
Closed for lunch Monday-Thursday	1:15 - 2:15



INLINE ORTHODONTICS

NHS AND PRIVATE PRACTICE

- Based in Stevenage, Hertfordshire
- Worldwide experience
- Specialists in lingual orthodontics



Welcome to Inline Orthodontics!



At Inline Orthodontics we specialise in teeth alignment, bite and jaws.

We have a highly specialised team who can offer all types of braces for all ages, including cosmetic and lingual braces.

Using the best treatment options possible, our welcoming, friendly team will work together with you to achieve optimum results.

Our practice is strictly orthodontic only, should you need a general dentist please contact the NHS area team who will guide you further. We advise you see your dentist regularly to maintain good oral health

NHS patients

We are contracted by the NHS to provide treatment to those under 18 who qualify under the index of treatment need (IOTN). To be assessed as an NHS patient please visit your dentist and ask to be referred.

If you do qualify under the NHS unfortunately you do not have a choice in which brace you will receive however you are able to pay for private options should you wish to have something more discreet. If you do not qualify under the NHS we do offer private packages for under 18's at a reduced price.

Private patients

If you would like to be seen on a private basis, you can ask your dentist to refer you or you can contact us independently. Our experienced staff will book you an initial consultation (£50 with a deposit of £25)

Appointments

We will need to see you every 6-8 weeks to monitor your progress and adjust your braces. Some appointments may be necessary during school hours, please remember that most of our patients are students and prefer after school appointments. Please inform us 24 hours before your appointment if you are unable to make it.

Missed appointments represent a loss of valuable time and resources which are needed for other patients. Our practice policy states that if a patient cancels within 24 hours or fails to attend then we will stop NHS treatment. We will of course take into consideration special circumstances

Emergencies

In the event of an emergency please call the surgery, we book emergency as and where there is space in the diary. There is no priority over other appointments. Should you have a dental emergency outside of the practice opening hours, please call 03000333333 who will be able to assist you. This is a service provided by NHS England which is responsible for commissioning dental services in this area.

Patient confidentiality

We take patient confidentiality extremely seriously at Inline Orthodontics and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy.

To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment. This information collected about you can be used and provided to other organisations for purposes beyond your individual care.

You have a choice about whether you want your confidential patient information to be used. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

Responding to Freedom of Information requests

All requests for information will be responded to within 20 working days. A fee can be charged when dealing with a request. This will be calculated in accordance with the Act. If a fee is required for information requested, the 20-day timescale can be extended to up to three months.

Should the request for information exceed the charges set by the Secretary of State, this practice does not have to action the request.

Lawful bases

The lawful bases for processing your personal data are outlined in our Privacy Notice, which is published on our website at www.inlineorthodontics.co.uk. Please ask reception if you would like a copy.

Policies and procedures

The practice has a number of important policies that detail how we provide care and service to our patients. Please ask the Practice Manager if you would like to see copies of the following policies or procedures:

- Confidentiality policy
- Data protection policy
- Information governance policy
- Health and safety policy
- Complaints policy
- Privacy notice
- Privacy impact assessment

You can view our Privacy Notice on our website at www.inlineorthodontics.co.uk

Or telephone or visit to ask reception for a paper copy.

Complaints

We welcome comments, suggestions and complaints so that we can continually improve our service to you. Please contact the Practice Manager in person or by phone, letter or email if you have a comment, suggestion or complaint.

We take complaints very seriously and have an effective procedure to resolve any problems in the shortest possible time. You can read more about our procedure in our complaints policy. We always want to have satisfied patients.

Practice name and address
Inline Orthodontics
5 Letchmore Road
Stevenage, Herts
SG1 3JH
Email: inlineortho.stevenage@nhs.net
Acting Practice Manager: Emma Bailey

The Information Commissioner

The Information Commissioner is an independent public body and reports directly to Parliament. Further information is available at: www.ico.gov.uk

Our dentists/doctors

Dr S Hepburn - BSc BDS (London, 1999), MFDS RCS (England, 2001), MSc, MOrth (Edinburgh, 2005), MSc Lingual Orthodontics (Germany)
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Your personal information

How we look after and safeguard information about you



Information for patients

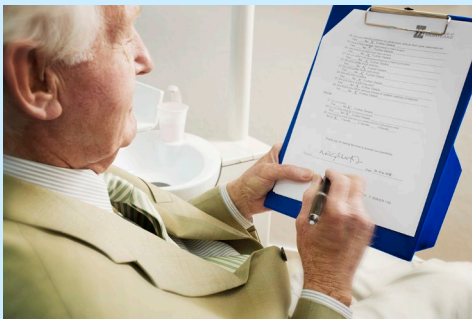
Protecting your information

The data controller is [[DATA_CONTROLLER]]. We aim to provide you with the highest quality of dental care. To do this we need to keep records about you, your health and the care we have provided or plan to provide to you. We know that you value your privacy and the security of personal information held about you.

Information recorded

Information recorded about you may include:

- Basic details, such as address, date of birth, next of kin
- Details and clinical records about your treatment, medical and social health
- Records of medicines you have been prescribed
- Information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives



Sharing information

The information held about you will not be shared for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We are required by law, for example prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription
- We are permitted by law, for example where public interest overrides the need to keep the information confidential

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above

Your right to view your clinical records

You have the right to view the original of your clinical records free of charge. To request a copy, please write to the Practice Manager. The practice will respond within 1 month. For more complex requests, the practice may take up to 3 months, but will inform you within 1 month if and why more time is required.

Confidentiality

You have the right to confidentiality. We also comply with the NHS Code of Practice on Confidentiality and healthcare personnel have a requirement under their professional code of ethics to keep records about you confidential, secure and accurate.

All of our staff contracts of employment contain a requirement to keep patient information confidential.

Freedom of Information (FOI) Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by the practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested.

Our Publication Scheme

This practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme.

If you would like a copy of our publication scheme, please contact the Data Controller.

