

Andrea Ubhi Dentistry

Patient Information & Practice Leaflet

Welcome to Andrea Ubhi Dentistry.

We are a private dental practice based in York, providing preventative, restorative and cosmetic dental care in a calm, professional and patient-focused environment.

Our aim is to provide high quality dentistry with honesty, kindness, clear communication and long-term thinking. We believe good dentistry should support both oral health and overall wellbeing.

Contact Details

Andrea Ubhi Dentistry

22 Goodramgate, York, YO1 7LG

Telephone: 01904 639667

Email: info@andreaubhi.com

Website: www.andreaubhi.com

Opening Hours

Monday:	8.30 – 5.30
Tuesday:	8.00 – 5.30
Wednesday:	8.00 – 5.30
Thursday:	8.00 – 5.30
Friday:	8.30 – 5.30

Closed weekends and bank holidays unless otherwise stated.

Our Team

Our clinical team includes dentists, hygienists, therapists and support staff working together to provide comprehensive patient care.

All clinicians are registered with the General Dental Council (GDC).

A full list of clinicians, qualifications and GDC numbers is available on our website, in the Practice Brochure and at reception.

Services We Provide

We provide a wide range of private dental services including:

- General dentistry
- Preventative dentistry
- Hygiene therapy and periodontal care
- Dental implants
- Restorative & Cosmetic dentistry
- Composite bonding
- Teeth whitening
- Invisalign and orthodontics
- Restorative dentistry
- Facial aesthetics
- Emergency dental care

Not all treatments are suitable for every patient. Recommendations are made following clinical assessment and discussion.

Our Approach to Care

We believe in prevention first.

Where possible, we aim to:

- Identify problems early
- Preserve healthy tooth structure
- Support long-term gum health
- Provide clear explanations and options
- Help patients understand risks, benefits and alternatives

We encourage patients to take an active role in maintaining their oral health through regular attendance, home care and open communication.

Periodontal (Gum) Health

Gum disease is common and can progress silently over time.

At Andrea Ubhi Dentistry, we place strong emphasis on:

- Early detection of gum disease
- Detailed periodontal assessment where appropriate
- Evidence-based periodontal care
- Long-term maintenance and prevention

Some patients may require active periodontal treatment rather than routine maintenance appointments alone. Your clinician will advise you if this is recommended.

Appointments

We kindly ask patients to:

- Arrive on time for appointments
- Provide accurate medical history information
- Inform us of any changes to medications or health
- Follow clinical advice and aftercare instructions where possible

If you are unable to attend, please provide as much notice as possible.

Repeated missed appointments or short-notice cancellations may result in deposits or prepayment requirements for future bookings.

Fees & Treatment Estimates

Treatment fees are discussed before treatment begins wherever possible.

Written treatment plans and estimates are available for larger courses of treatment.

Fees may vary depending on clinical complexity and individual needs.

A guide fee list is available at reception and on our website.

Emergencies

If you experience a dental emergency during opening hours, please contact the practice as early as possible and we will do our best to assist.

For out-of-hours emergencies: call the practice line or NHS 111.

Patients experiencing severe swelling, difficulty breathing, or serious trauma should seek urgent medical attention.

Infection Prevention & Safety

We take infection prevention extremely seriously.

Our practice follows national guidance regarding:

- Instrument decontamination

- Cross infection control
- Clinical cleaning
- Personal protective equipment
- Patient and staff safety

We regularly review our procedures to maintain high standards of care and safety.

Confidentiality & Data Protection

Your personal information is treated confidentially and stored securely in accordance with UK data protection legislation.

We only share information where:

- You have given consent
- It is necessary for your care
- We are legally required to do so

Further information is available in our Privacy Notice.

Equality, Inclusion & Respect

Andrea Ubhi Dentistry is committed to providing care in an environment that is:

- Respectful
- Inclusive
- Professional
- Free from discrimination and harassment

We aim to treat all patients and team members with dignity and fairness.

Behaviour Towards Staff

We understand that dental treatment can sometimes feel stressful or emotional.

However, abusive, threatening, aggressive or inappropriate behaviour towards team members will not be tolerated.

This includes:

- Verbal abuse
- Discriminatory behaviour
- Sexual harassment
- Aggressive conduct
- Inappropriate messaging or social media contact

The practice reserves the right to end professional relationships where behaviour is unacceptable.

Accessibility

If you require additional support accessing care, please let us know.

We will do our best to support:

- Mobility requirements
- Communication needs
- Accessibility adjustments where reasonably possible

Please contact reception before your appointment if you require assistance.

Feedback & Complaints

We welcome feedback and aim to continually improve our service.

If you have concerns about any aspect of your care, please contact the practice and we will try to resolve the matter promptly and fairly.

Please contact:

Complaints Lead: Andrea Ubhi

Email: info@andreaubhi.com

If concerns cannot be resolved directly, patients may also contact:

Dental Complaints Service

For private dental treatment:

<https://dcs.gdc-uk.org>

Care Quality Commission (CQC)

<https://www.cqc.org.uk/give-feedback-on-care>

The General Dental Council (GDC) regulates dental professionals in the UK:

<https://www.gdc-uk.org>

Care Quality Commission (CQC)

Andrea Ubhi Dentistry is regulated by the Care Quality Commission.

The CQC monitors healthcare services to ensure patients receive safe, effective and high-quality care.

Thank You

Thank you for choosing Andrea Ubhi Dentistry.

We value the trust patients place in us and aim to provide thoughtful, professional and long-term dental care in a calm and supportive environment.