

## Working together

### Treatment plans

Your dentist can provide a full range of treatment for you.

After a thorough clinical examination, your dentist will describe the treatment that he or she recommends, an estimate of its cost and any alternatives that are available. Any relevant risks will be discussed. Where appropriate, the dentist will use photographs and other visual aids to help explain the treatment. Please do not hesitate to ask questions – we want to be sure that you fully understand and agree with the proposed treatment. The dentist can give you some information to take home, if you're unsure of any aspect of the treatment.

Most treatment is usually necessary to remove disease. To maintain oral health, you need to follow the advice your dentist or hygienist may give you relating to your treatment. Home care plays a major role in preventing further problems and that in turn will help you keep an attractive smile, eat in full comfort and should minimise the need for future treatment. If you do not understand your part in your care, please ask for an explanation. A written estimate and treatment plan will be provided for courses of treatment requiring more than one visit.

### Appointment times

We provide a range of appointment times for patients including early morning and late evenings on most days of the week. If you need to cancel your appointment, please give us as much notice as possible to allow us to allocate your appointment time to another patient. Appointments that are cancelled with less than 2 working days' notice are customarily subject to a minimum charge of £40.

### Preventive care

The basis of good oral health is preventing dental disease by, for example, appropriate oral hygiene measures, reducing the frequency of consumption of sugary foods and visiting the dentist when recommended. Your dentist and dental hygienist will give you lots of advice and support with caring for your teeth and gums.

### Confidentiality

We take great care to ensure that our patient records are maintained in strict confidence. We have Confidentiality, Data Protection and Data Security policies. Should you require any further information, please let us know.

### Paying for your dental care

We provide a range of ways to pay for your dental care and accept payment in credit and debit card or by instalments (for some treatments).

Payment is usually made at the start of the treatment, or in stages at every appointment. However, we can agree, in some cases, to accept payment in full at the end of the treatment. Where dental implants, crowns, veneers, bridges or dentures are to be provided, we may ask for a deposit in advance.

### If you have any comments

We recognise that regular feedback helps us improve our services. So, if you have any comments or complaints about the care or service you have received at the practice please contact our Complaints Manager.

# Practice-patient responsibilities

## In our practice we

- Justify the trust our patients have placed in us
- Listen to patients' views and learn from them
- Communicate with patients in a courteous, friendly, professional manner
- Provide patients with the standard of care that we would expect to receive ourselves
- Make sure that patients receive full information about our services, their treatment and its cost
- Provide advice and treatment outside normal surgery hours where necessary
- Stand by the promises we make
- Refer patients for further professional advice and treatment where appropriate
- Are committed to ensuring that we keep our professional skills and knowledge up to date.

## In our practice we will

- At all times respect our patients' confidentiality
- Ensure that patients should have to wait no longer than 15 minutes to be seen
- Manage our appointments system so that treatment appointments are booked no more than 6 weeks ahead
- Deal with every telephone call promptly – callers will not be asked to 'hold' without first finding out why the call has been made
- Deal with correspondence within five days of receipt
- Provide patients with a treatment plan and estimate of costs for each new course of treatment. No treatment will be undertaken without the patient's full and specific consent
- Make patients aware of our policy for collecting fees. Requests for payment will always be made courteously
- Make the practice policy for dealing with complaints known to patients. All complaints will be treated sympathetically and according to the agreed procedures.
- Provide the highest standards of infection control
- Provide any emergency treatment required during practice hours as soon as is reasonably practicable. Out of hours, an emergency rota will operate and details will be displayed at the entrance to the practice and recorded on the telephone answering machine. This information will be correct at all times.

## In return, we would like you to

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment. Please give the practice at least 2 working days' notice if you are unable to keep your appointment. There will be a minimum charge of £40 for no shows or appointments cancelled less than 2 working days in advance
- Treat our staff courteously; they will do their best to help meet your needs