



## Your Guide to our practice

*providing NHS and affordable private care for the whole family*

## Welcome

On behalf of the dental team we would like to extend a warm welcome to you. We aim to provide high quality treatment with kindness, courtesy and patience in a friendly environment. We are a mixed dental practice, providing NHS and affordable private dental care for the whole family. Our ethos is on prevention and with regular visits to the practice we can help you achieve long term **oral health, for life.**

## Providing NHS Dentistry



### Treatments Available

#### NHS treatment and charges

We provide a full range of NHS treatment. Some NHS patients are entitled to either full or partial exemption from charges. If you think you may qualify, please ask.

At present NHS patients pay according to the charge band appropriate to the treatment required.

At the start of any course of treatment you will be provided with a treatment plan and the cost involved. We are always happy to discuss this with you. The treatment plan also explains your entitlement under NHS dental care.

#### Private treatment

The NHS provides all treatment necessary to secure and maintain your oral health. There are some cosmetic treatments (eg: tooth whitening) which are not available under NHS. You may choose to have these done privately as an alternative to NHS treatment.

We have a membership plan, this allows you to be treated as a private patient for a monthly payment.

We are happy to discuss these options with you, ask for details.

#### Do your gums bleed when you brush?

If so, this is an important symptom that you should not ignore. Gum disease is the

commonest cause of tooth loss, and it affects most adults at some point in their life time. Bleeding gum is usually the first sign of gum disease, and it is important that you bring this to our attention at your check up. Most gum diseases can be treated by improving tooth brushing techniques and regular dental scaling.

***If you have any questions regarding bleeding gums please ask- we are here to help.***

## **Our services**

### **Dental treatments**

Veneers, Dental crowns, Dental bridges, Inlays & onlays, White fillings, Dental implants, Dental health check, Hygienist treatment, Root canal treatment, Tooth extraction

### **Teeth whitening**

Zoom! teeth whitening, Teeth whitening at home

### **Teeth straightening**

Invisalign (Clear braces)

### **Facial aesthetics**

Wrinkle reduction, Dermal fillers

## **Appointment Policy**

If you are unable to attend your appointment please give us at least 24 hours notice. If you cancel with less than 24 hours notice or do not attend an appointment we may no longer be able to offer NHS treatment.

## **Dental Emergency**

During practice hours we endeavour to see any patient who has a dental emergency. If you have dental emergency outside of practice hours, please call 111.

## **Payment Options**

We accept cheques, credit cards, debit cards as well as cash. For extensive treatment plans, please discuss payment options with your dentist.

## **Language Interpretation**

We provide an interpretation service through a local company called ITL.

## **Patient Confidentiality**

Our practice adheres strictly to patient confidentiality and data protection laws, and will not disclose your confidential information or sell your details. We are registered with NHS, GDC, CQC.

## **Zero Tolerance**

We operate a zero tolerance policy. Any patient who is violent or abusive to practice personnel, to our patient or anyone else on the practice premises will be refused treatment and reported to the appropriate authority.

## **Comments About Our Services**

We hope that you are entirely satisfied with your dental care and you would be happy to recommend our services to others. If not, please let us know about it so that we can rectify the cause for dissatisfaction and improve our services. We have a surgery complaint policy; you can express in writing or by talking to a member of staff if you are unhappy or would like to comment on our service. We have a suggestion box in the reception area.

## **Anxious?**

Some people feel deep-seated anxiety about dentistry. We understand. Please discuss your fears with us and we will do everything we can to help.

## **Sterilisation**

Your safety is paramount at all times. We have strict sterilization procedures that are followed rigidly to ensure a safe and healthy environment for both patients and staff. We have a dedicated decontamination room that uses latest equipment and material.

## **IN ORDER TO ELIMINATE CROSS INFECTION**

1. Disposable gloves are worn by the dentist, therapist and the nurse which is changed between each patient.
2. All instruments are sterilised in an autoclave in adherence to regulations determined by the local health authority.
3. Where possible we endeavour to use disposable products.

## **Hygienist**

Our team of Dental hygienists can help clean your teeth and are specially trained to provide deep and highly effective removal of plaque. Clean teeth help to protect your dental health and ensure you have strong teeth and gums for life.

## **Opening Hours**

Monday to Friday : 8.30am-5pm

Saturday : 8.30am-12.30pm ((by prior appointments only))

Close between 12.30pm to 1.30pm for lunch.