

Practice terms and conditions

We ask patients to please review the following information. If you need assistance, please inform a member of our team.

Payments

- We aim to provide full information about the cost of dental treatment before it is undertaken.
- A written estimate and treatment plan will be provided for all patients requiring further dental treatment. This will be sent to you by post or email if you are not provided with the treatment plan at your consultation appointment.
- Treatment costs are honoured within 2 months of the diagnosis of the condition. If treatment is not booked within this time, a new examination and treatment plan may be required.
- A list and explanation of [NHS charges](#) and our [private fees](#) are provided. You can find this on our website or in the waiting rooms.
- NHS prices are set by the government and are subject to annual review. Our private prices are reviewed every April, and our plan membership fees reviewed every January.
- We offer flexible finance options for treatment plans over £500. Flexible options may be discussed with our treatment coordinator or practice administrator.
- You may pay for your dental care by cash, cheque, or credit/debit card.
- Please ask our receptionist for assistance if you are unsure of our payment policy.
- We ask that patients pay for their treatment as each item is completed, as detailed on the written estimate of costs.
- For all NHS dental treatment patients will be asked to pay as each [NHS charge band](#) is completed.
- Further appointments will not be arranged if there is an outstanding balance on an account.

Parking

Our team kindly asks our patients to please consider the needs of residents when parking nearby.

Prescriptions

Patients requesting prescriptions are subject to a face-to-face assessment carried out by a dentist. If you are experiencing pain, this will involve an emergency appointment and the necessary private emergency fee or NHS urgent course of treatment fee will be charged. We are unable to provide patients with repeat prescriptions.

Appointment times

We always endeavour to keep to set appointment times. However, some dental care procedures can be complex in nature and often difficult to predict the required treatment times. We ask that you allow at least 1 hour after your appointment time before making any other appointments or commitments.

We will, where possible, contact you prior to your appointment if you are likely to be kept waiting more than 20 minutes past your planned appointment time.

Dental Recalls

We aim to remind patients when they are due for a routine examination. However, it is the responsibility of the patient to ensure their contact details are up to date to receive reminder communications from the practice.

NHS patients who have not been seen for a period of 2 years or more and have not responded to our recall reminders will be removed from our NHS patient list.

Missed Appointments

We are unable to see NHS patients who fail to attend 2 dental appointments and/or cancel two dental appointments and provide less than 24 hours' notice within a calendar year.

Missed private appointments (including hygienist visits) will incur a 50% missed appointment fee. This fee is payable prior to booking any further appointments.

Illness

If you are suffering from cold/flu symptoms, a stomach bug or have a cold sore please contact the practice so that we can rearrange your appointment. This helps to prevent the risk of infection spreading.

Privacy

Please inform our staff if you wish to have a private discussion with any member of our dental team. We are happy to make arrangements for a discussion in a private room.

Changes in details

If you have recently moved or changed your contact details, please inform our reception. We send correspondence including referrals via the details we hold for you on our IT systems.