

Practice Policy:

In our practice we:

- Communicate with patients in a polite, friendly and professional manner
- Make sure that patients receive full information about our services, their treatment and all costs on an NHS and Private basis
- Provide advice and treatment outside surgery where necessary
- Refer patients for further professional advice and treatment when appropriate
- Remind patients of their appointment by phone the day before
- Monitor our waiting times for treatment and booking appointments
- Provide as much notice as possible when appointments have to be rescheduled or cancelled for patients if the dentist/hygienist is not available
- Advise patients if there is a change of dentist
- Give patients full information about the cost of their dental work before any treatment takes place. A price list on the NHS & Private charges is available at the reception and on our website
- Manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments

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 48-hour notice if you are unable to keep your dentist or hygienist appointment
- Please advise us of any changes to your medical and contact details such as address, telephone number, email, any new medication taken or any sort of medical condition. This will help us keep an up-to-date record to help us give you the best treatment and ensure that we are able to contact you
- Comply with our zero-tolerance policy of abusive or violent behaviour towards staff
- Please note, some treatments require you to pay a deposit, e.g. implant surgery. Other treatments require payment at the first stage of treatment, e.g. crown. Others may require payment after treatment, e.g. filling

Cancellation/missed appointment policy:

Please note our policy on missed appointments or late cancellations: two missed appointments or late cancellations informed within less **than 48 hours** will result in **no further appointments**. Any hygiene appointments missed or cancelled after this period will result in **losing the £40 deposit** and we will require another deposit to rebook.