

What you can expect:

- We will listen to you and give you an explanation and solution to your needs
- We will provide all treatment to the highest quality and as gently as possible
- You will get a written estimate of any planned treatment and tell you of your charges
- Your safety is our prime concern and hence we follow the latest cross infection guidelines
- You will be given risks and benefits of any treatment through explanations, leaflets and our consent forms
- We do our absolute best to keep to time but if this is not possible we will inform you and keep you updated
- Sometimes we may have to cancel your appointment (such as staff sickness or equipment failure). We will keep these to a minimum and do our best to give you as much notice as possible

- We will evaluate patient suggestions on performance and implement any changes. We apologise and make amends if we do not perform as we promise.
- We send email reminders for NHS appointments, letters are only sent for these patients who do not have access to emails. These are automated and we advise patients not to rely on these in case there is a fault so please always write your appointment and keep in a safe place

What we ask in return:

- We ask you to adhere to our appointment booking policy. Under the NHS we have specific NHS check up and appointment slots. You will be booked into the next available slot.
- For private appointments we have specific check up and treatment slots available which enables us to see you as soon as possible
- Deposits are taken for all private appointments at £1 per minute for the length of the appointment. This deposit comes at the cost of the treatment when completed. For hygienist appointment we charge a flat rate deposit of £33 which is non refundable if you do not attend
- Please attend appointments promptly, if you are unable to attend inform us with 2 working days for private appointments and 24 hours notice for NHS. Your deposit will be taken for missed or late cancellation of private appointments. Under the NHS we reserve

the right not to see you again after two missed or late cancellation of NHS appointments.

- We ask that you inform us if you are running late for your appointment; if you are over 5 minutes late we may need to rebook your appointment in order for your dentist to run to time as much as possible but we will endeavour to try to see you.
- We will also endeavour to let you know if we are running late giving you the option to rebook if needed
- For emergency appointments under the NHS there is a band 1 charge if you pay for your treatment. In this appointment the dentist may only do something temporary. For information on what constitutes an NHS emergency please ask reception
- For private emergencies there is a £75 charge. This only covers diagnosis of the problem, 1 X-Ray you will need to pay for any temporary treatment on the day. If further treatment is needed you will be given a full treatment plan and asked to book a future appointment.
- To pay your bills on time and in full. In line with our payment policy which can be requested from reception. We take the full band 2 charge upfront before booking your visit.
- For band 3 treatments appliances will be fitted after the full cost has been taken.
- We have a zero tolerance policy to violent or aggressive behaviour towards any member of our team and will result in patients not being seen at the practice.
- That you look after work we provide for you with the techniques that we will teach you and maintenance advice to be followed

- If you are happy with the services provided to you, we ask you to refer us to others.