# Patient Information Leaflet

Practice Details

[The Dental Practice] [Tel.: 01234 123456]

[6 Enamel Circle]

[Little Molar] [Email: info@namepractice.com]

[LM3 4UP] [[www.nameofpractice.co.uk](http://www.thedentalpractice.co.uk)]

Welcome

The [name of practice] Dental Practice offers a full range of dental services for you and your family and aims to achieve the highest standards possible. Among the services we can provide are: hygiene and preventive advice from our hygienist; routine restorations; crowns, bridges and veneers; gum (gingival and periodontal) treatments; dentures and examinations. Giving you regular dental advice to help you take care of your teeth and gums should reduce the need for dental treatment.

New Patients

We provide dental care for adults, both NHS and private, and children under the NHS. Leaflets with information about the fees we charge and the Practice’s Private Dental Plan are available from reception and our website [www.nameofpractice.co.uk]. If you wish to register with this practice, please contact our receptionist, who will make an appointment for a new patient dental check.

Staff – The Dental Team

Dentists

Dr [Name] (female), [qualifications], [date of registration with GDC] partner

Mr [Name] (male), [qualifications], [date of registration with GDC] partner, specialist in orthodontics

Mr [Name] (male), [qualifications], [date of registration with GDC] part-time associate

Dental Nurses

Miss [Name] (female), Senior Dental Nurse

Mrs [Name] (female)

Mr [Name] (male)

Hygienist/Therapist

Mrs [Name] (female), [qualifications], [date of registration with GDC]

Receptionist

Mrs [Name], who will greet you on arrival and deal with requests for appointments and any other queries you might have.

Practice Manager

Miss [Name], who is responsible for the administration and management of the practice.

Opening Hours

Monday 9.00am – 5.30pm

Tuesday 9.00am – 5.30pm

Wednesday 9.00am – 7.00pm

Thursday 1.00pm – 5.30pm

Friday 8.00am – 4.30pm

Mr [Name] is only available on Wednesday afternoons.

The practice is closed every Thursday morning for staff training.

Appointments

Telephone reception on [01234 123456] or call in person to make an appointment.

You will receive appointment reminders by text.

If you are unable to keep an appointment, please give us at least 24 hours’ notice. Please note that if you miss an appointment, without providing prior notice, a charge may be made.

Emergency and Out-of-hours Care

If you have a dental emergency, telephone reception, where possible, during opening hours. You will then be given an appointment in a time-frame that is appropriate to your needs. If you require emergency care, you will be seen the same day. If you require urgent care, you will be given advice to help manage the symptoms and seen within 24 hours. If you have a dental emergency when the practice is not open, telephone reception and a recorded message will give details of our ‘out-of-hours’ service.

Care and Treatment

Treatment information leaflets giving more detailed advice are available from reception:

* Gum (Gingival and Periodontal) Disease
* Orthodontic Treatment
* The Dental Hygienist
* Crowns
* Bridges and Dentures
* Root Canal Treatments
* Dental Implants
* X-Rays
* Cosmetic Dentistry
* Treatment for Anxious Patients
* NHS Information Leaflets

Charges

Any treatment offered (either NHS or private) will be estimated, discussed and agreed with you in advance.

Private patients can choose to join the Practice Private Dental Plan, an insurance scheme that allows you to spread the cost of your dental care. Ask at reception for more details and a leaflet.

Charges for common procedures are as follows (guidelines only):

* X-rays, from [£4.04 to £16.84]
* Scale and polish,[ £12.92]
* Silver filling, from [£8.80 to £22.56]
* Crown, from [£113.72]
* Root Canal Treatment, from [£26.24 to £63.04]
* Surgical Treatment, varies according to work needed

Payment can be made by cash or credit card. Please note that an additional charge will be made for payment with a credit card.

Access and Facilities

The practice has parking spaces reserved for disabled peoples’ use, a ramp at the entrance, suitable corridors and doors and an internal lift. If you have any concerns about accessing our services, telephone or email for advice.

We have toilets adapted for use by disabled people and a baby-changing station.

We also have a children’s play area with books and simple toys; this is not supervised and parents are responsible for their own children.

Directions

The Practice is on Enamel Circle in Little Molar, near a main bus route stop. Please ask at reception for a map or view directions on our website (www.thepractice.co.uk).

Practice Policies

The Practice has a number of policies to ensure that we provide the best possible care for our patients. All patient information is processed in line with the Data Protection Act 2018, and is treated with the strictest confidence.

Feedback

We welcome feedback from patients; please contact us with your views, either in person, by post or by email using the practice contact details in this leaflet. We hope that you are happy with the service we provide; however, if you have a complaint please contact our receptionist, who will inform you of our complaints procedure.