# Patient Information Leaflet

Practice Details

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

[6 Enamel Circle]

[Little Molar] [Email:info@nameofpractice.co.uk]

[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: check-ups (examinations), hygiene and preventive advice from our hygienist; routine fillings (restorations); crowns, bridges and veneers; gum (gingival and periodontal) treatments and dentures. Providing you with regular dental advice to help you take care of your teeth and gums should help you to 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 examination.

Staff – The Dental Team

Dentists

Dr [Name], [qualifications], [date of registration with GDC] partner, Spanish speaker

[Name], [qualifications], [date of registration with GDC] partner, specialist in orthodontics

[Name], [qualifications], [date of registration with GDC] part-time associate

Hygienist/Therapist

[Name], [qualifications], [date of registration with GDC]

Dental Nurses

[Name], Senior Dental Nurse

[Name]

[Name]

Receptionist

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

Practice Manager

[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

[Dentist name] is only available on Wednesday afternoons.

The practice is closed every Thursday morning for staff training.

Appointments

Telephone reception on [01234 123456] or visit in person to make an appointment. If your usual dentist is unavailable, you will be offered an appointment with an alternative dentist at the practice.

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, when possible, during opening hours. You will then be given an appointment in a timescale 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 and Bridges
* Dentures
* Root Canal Treatments (Endodontics)
* Dental Implants
* X-Rays
* Cosmetic Dentistry
* Treatment for Anxious Patients

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.

NHS charges are set by Scottish Government and a fee guide can be seen below. If you are exempt from NHS charges, evidence of this will need to be seen by the receptionist.

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

* Examination [free of charge]
* X-rays, from [£5.84 to £14.36]
* Scale and polish, [£16.64]
* Periodontal treatment, from [£34.16 to £55.66]
* Silver (amalgam) filling, from [£13.48 to £37.72]
* Crown, from [£158.20]
* Root Canal Treatment, from [£100.64 to £162.68]
* Surgical Treatment, varies according to work needed
* Repairs and replacements maybe free of charge, dependent upon NHS and practice policies.

Payments can be made by cash or debit/credit card.

Access and Facilities

The practice has parking spaces reserved for blue badge holders, a ramp at the entrance, and an internal lift. There is access to a surgery without stairs. 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.nameofpractice.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 the (UK) GDPR. All patient information is treated with the strictest confidence. The practice inspection report and other quality improvement measures are available on request.

**Ending a patient-dentist agreement**

In rare circumstances a patient-dentist relationship may break down. If this happens, your agreement with the dentist will end and you will be de-registered from their NHS patient list. The dentist will give you 3 months’ notice, in writing, of the de-registration. During that period the dentist will attempt to complete any outstanding care to manage your oral health. Note that immediate deregistration can occur as a result of non-payment of charges, acts of violence or actions that have made the dental team fearful for their safety.

Feedback

We welcome feedback therefore 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.