



## We have taken our practice motto from the great Mahatma Ghandi

*"A Patient is the most important visitor on our premises He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so."*

## Welcome

Our purpose is to distinguish ourselves as a surgery that provides comprehensive dentistry of the very highest quality. We state that we work for our patients, and that at all times they will be treated with dignity, understanding and respect. In doing this, every member of our team feels valued and respected.

### We are committed to:-

- Exceeding every patients expectations by providing unparalleled service, paying attention to detail and demonstrating a passion for excellence
- Honour the dignity and value of each patient that chooses our practice
- Seek knowledge and stay at the cutting-edge so that our patients receive the benefits of the latest techniques
- Help each patient achieve the best oral health and dental aesthetics available to them
- Work as a team, with the aim of enhancing the patient's life and empowering them to accept dentistry and refer family and friends

We recognise that patients who are happy with the way they are managed are much more motivated to achieve good oral health. Happy patients become healthy patients and want to stay that way with continuing care. We are committed to whole person dentistry.

## Treatments and Services Available

As well as routine dental care, we are able to offer a comprehensive range of cosmetic and more advanced therapeutic treatments. Please enquire about:

### Cosmetic dentistry, including:

- Tooth whitening
- Orthodontics
- Non-metallic crowns
- Wrinkle reduction and fillings
- Facial enhancement
- Veneers

## Practice Hygienists

Maintaining oral health is a fundamental part of our work here at The Dental Surgery. Our dental hygienists are specially trained members of the team who have a very important role to play.

Our aim is to help you achieve and maintain optimal oral health status. With care and cooperation on your part, this is very achievable. Regular hygienist visits will result in healthy gums, clean teeth and fresher breath.

## Accident and Emergency Cover

During the week, registered patients with pain, swelling or any other dental emergency should call the surgery and every effort will be made to schedule an appointment as soon as possible on that day. Our surgery hours should cover most times that you may need to see a dentist in an emergency situation.

At weekends or if the surgery is closed for any reason, patients requiring an emergency appointment outside of surgery hours should call the surgery on 01843 865591 to obtain the emergency arrangements.

## Our Practice Plans

When you join our practice you have a choice of joining our Dental Health Plan (our recommendation), or becoming a private patient and paying for all your appointments as you need and receive them.

The Dental Health Plan enables you to budget for your regular dental health examinations and hygienist visits by monthly Direct Debit. Most dentists do find that patients who join a plan tend to keep their optimum intervals for visits to the practice, and this is what allows us to actively work with them to keep them dentally healthy.

**Benefits of being a Practice Plan patient:** Pay as you go = 2 x £45 (6 monthly exams) + 2 x 50 (Hygienist visits) = £190.  
Practice Plan member: 12 monthly payments of £14.46 = £173.52 + 15% discount on all treatments.

## Dental Health Plan £14.46 per month\*

We have introduced our own dental membership arrangement to reward and look after our patients who regularly visit the practice. Just look at what you can gain from becoming a member!

### Appointments\*\*

Every six months, our members are entitled to:

- A dental appointment including a clinical examination, a check for signs of oral cancer and routine x-rays
- A hygiene appointment to provide scale and polish, periodontal advice and preventative techniques to reduce decay and gum disease

### Discounts\*\*\*

- 15% discount on any laboratory based treatments required, i.e. crowns, bridges and dentures
- 15% discount on any fillings
- 15% discount on many other treatments (extractions etc)

### Insurance\*\*\*\*

- Worldwide Dental Trauma Insurance to protect against the cost of large unforeseen accidental damage
- Emergency Callout Insurance should you need a dentist in an emergency, anywhere in the world
- Redundancy protection for your monthly payments for up to 12 months

### And there's more...

- Following recommended restorative work, any subsequent remedial work required within 12 months (on a like-for-like basis)
- Treatment planning to promote good oral health for life

Please speak to one of our team for further details on the full range of benefits our members are entitled to.

## Dental Health and Hygiene Plan £23.02 per month\*

This plan includes all the membership benefits of the Dental Health Plan but your loyalty benefits are extended so that you will be eligible for a hygiene appointment after three consecutive monthly payments, therefore entitling you to up to four hygiene visits a year.

## Under 16 Dental Health Plan £5.41 per month

We offer this plan for our younger patients. All children from age 6 - 16 are eligible for this plan. It includes all the benefits of the basic Dental Health Plan except routine hygiene visits. After 16, children are free to join one of our Adult Dental Health plans. We treat children under the age of 6 for free if their parents are on our Adult Dental Health Plan.

\*An additional administration fee of £9.50 will be collected with your first payment only.  
\*\*Subject to receipt of six consecutive monthly payments.  
\*\*\*Discounts only apply to treatments carried out at the practice.  
\*\*\*\*The price includes a premium of £0.54 per month for the Worldwide Dental Trauma and Emergency Callout Insurance. Please see the Keyfacts document for further details. Prices correct at time of going to print.

## Worldwide Dental Trauma and Emergency Callout Insurance

**Emergency Callout** - cover can be provided by any dentist worldwide who agrees to treat you. You simply pay the emergency callout charge to the dentist concerned and collect a receipted invoice. This will then be processed through the practice for reimbursement from the insurers and you will be refunded the callout fee, minus the excess, up to the policy limits. This cover is to provide immediate pain relief only; no additional or restorative treatment fees can be claimed. You should return to the practice in normal hours for any further treatment required.

**Dental Trauma** - cover is provided should you be unfortunate enough to suffer a dental trauma, for example, as a result of a road traffic accident or an accident at home or at work. The insurers will settle the claim up to the policy limits and you will need to pay any relevant excess.

**Hospitalisation** - benefit is provided should you have to stay in hospital as a result of dental trauma.

**Permanent Facial Disfigurement** - benefit is provided should you be scarred on the neck or face as a result of the accident.

**Oral Cancer** - a payment will be paid upon diagnosis of oral cancer.

**Redundancy Protection** - premiums paid for up to one year. A leaflet giving details of the insurance cover, limits, excesses and exclusions is available at the practice.

Practice staff are permitted to provide you with information about the insurance that is included in your plan on behalf of Practice Plan Limited, the Plan Administrator. However, practice staff are not permitted to give advice about the insurance, e.g. to compare this insurance with other dental insurance in the market. If you have any questions about this insurance then please call Practice Plan Limited on 01691 684128.

### Surgery Hours

Monday to Wednesday	8.30am - 5.00pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 1.00pm
Saturday	8.00am - 12.00pm (once monthly)

If you have to cancel an appointment, please give us 24 hours notice so that we can offer the time to someone waiting for treatment. There will be a charge for last minute cancellations or missed appointments.

### Safety

The Dental Surgery prides itself on very strict health and safety policies. We have a designated decontamination room where all instruments are sterilised by Autoclave. We use disposable gloves and masks as well as suction tips. Any sharps and other clinical waste are disposed of safely and collected on a weekly basis by a clinical waste company. If patients would like a copy of our health and safety policy they are welcome to ask at reception.

### Disabled Access

Our premises and surgeries are accessible to wheelchairs. Home visits for patients who cannot travel to the practice may also be available.

### Patient Confidentiality

Patient confidentiality is taken seriously at our practice and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of the practice confidentiality policy, please contact us.

### Practice Complaints Procedure

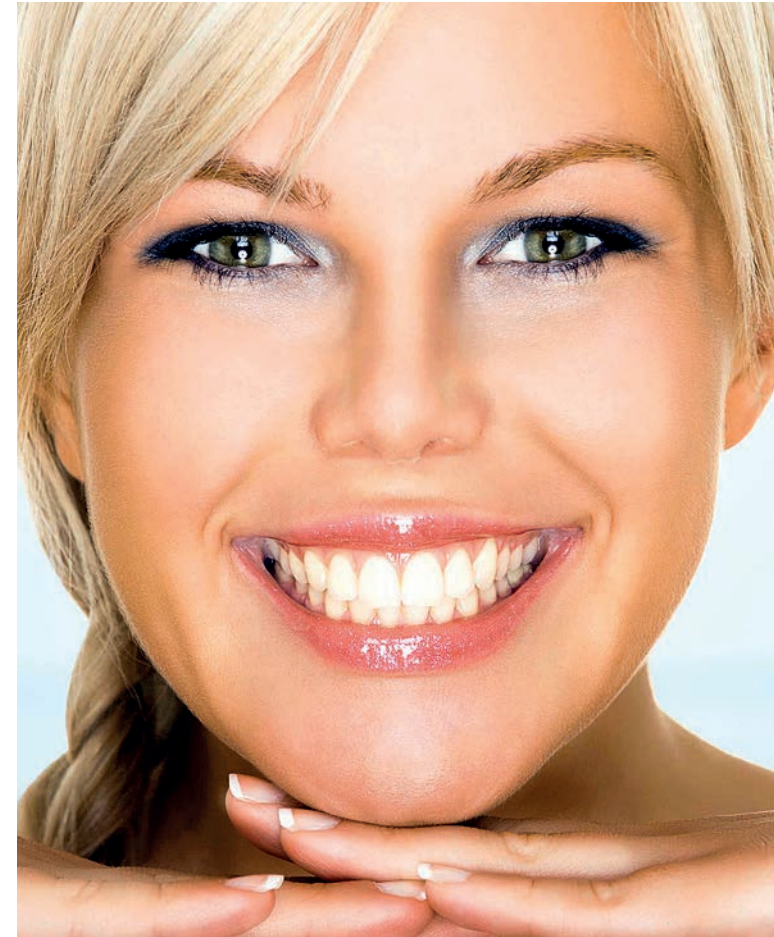
We hope that you are entirely satisfied with your dental care and treatment and would be happy to recommend our service to others. If not, please let us know so that we can address your concerns and improve our service to you. You can request a copy of the practice complaints procedure form from the practice, where one of our team will be happy to explain the procedure in detail and answer any questions you may have.

### How Do I Register?

Please call at the practice where an Agreement will be completed. This will require your signature and bank details for the Direct Debit instruction. Direct Debits are collected from your account on the 8th of every month. Benefit from cover will commence from the 1st of the month.

### Finance Facilities

0% finance over 6 or 10 months might be arranged through Medenta for treatments over £350. Please ask at reception.



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