

Our Patient Charter

At our dental practice, our commitment is to deliver excellent-quality dental care, prioritising the individual needs of each patient. We endeavour to create a safe and secure environment while continuously working towards the efficiency of our services. Our goal is to offer prompt and convenient care that aligns seamlessly with our patients' schedules.

We have implemented a patient charter that clearly outlines our guidelines regarding attendance and safety.

Attendance

Your scheduled appointment is time set aside specifically for you. If an appointment is missed without prior notification, that dedicated time goes unused, impacting our ability to accommodate other patients. When a patient is late, it disrupts the entire schedule for both the practice and other patients

Cancelling appointments

We kindly request a minimum of 24 hours' notice if you need to reschedule your appointment. This helps us manage our schedule effectively, offering timely care to patients in need. Regular short-notice cancellations may lead to a decision not to offer further appointments. Please note that late cancellation fees apply to our private service.

Missed appointments

In the event of a missed appointment, we retain the right to withhold further appointment offerings. Should you wish to appeal this decision, please make a written request to the Practice Manager.

Please note that missed appointment fees apply to our private services.

Arriving for your appointment

To maintain the efficiency of our schedule, we kindly request that patients arrive promptly for their scheduled appointments. Your cooperation in arriving on time is vital.

For an even smoother experience, we recommend arriving 5 minutes earlier to allow for any necessary updates to your medical history and contact details.

While we make every effort to accommodate late arrivals, there may be occasions where it is not possible. Please understand that we reserve the right to reschedule appointments for patients arriving later than their scheduled time.

Appointment reminders

Patients are reminded of their responsibility to maintain scheduled appointments and attend them regularly as advised. While our reminder service is offered as a courtesy, it is important to note that reliance solely on this service is not recommended. Patients are encouraged to actively manage their appointments and attendance to ensure the continuity of care.

Our appointment times

While we strive to adhere to scheduled appointment times, unforeseen circumstances may occasionally lead to delays. In such instances, we will promptly inform you and provide a suitable alternative appointment or suggest seeing another dentist. Please be aware that declining our alternative options may result in a delay to your appointment. Your understanding and cooperation are greatly appreciated.

New patients

For new patients, if the initial appointment or any subsequent appointments during the first course of treatment are missed, we regret to inform you that further appointments will not be offered. Please be advised that missed appointment fees apply to private patients.

Appointment charges

Please be aware that you may be requested to make payment for your treatment either in full in advance or as a deposit.

NHS Treatment

Our NHS services will provide any clinically necessary treatment needed to keep your mouth, teeth and gums healthy and free of pain. Decisions about which treatment is appropriate will be based on a clinical assessment and clinical judgement. Your dentist must make clear which treatments can be provided on the NHS and which can only be provided on a private basis, and the costs associated for each.

If you decide to choose alternative private options, this will be included in your treatment plan. Your treatment plan will set out the proposed dental treatment and associated costs.

If you choose not to proceed with a specific treatment option, please inform your dentist, as this decision may result in potential complications.

Please be aware that for clinical reasons we cannot undertake aged treatment plans as your oral health evolves and the treatment required may change. In our commitment to providing optimal care and enhancing the overall efficiency of our services, we routinely review and close treatment plans that have remained inactive for a reasonable duration. If you want to proceed with a treatment plan or proposal that has been closed it is very likely that a revised examination with associated charges may be applicable, please enquire with the Practice team if this is the case.

Regular attendance

The practice will archive NHS patients who do not attend for routine care for a period exceeding 2 years. It's important to note that due to high demand, NHS appointments may not be guaranteed in the future.

Safety

Communication

In the interest of maintaining a safe environment for all, patients exhibiting violent, abusive, or aggressive behaviour will not be accommodated at the practice.

Dental chair limitations

Our dental chair limitations include a weight limit of 20 stone, and therefore, we are unable to treat patients exceeding this restriction. We are dedicated to patient safety and will provide referrals to alternative services equipped to handle specific needs.

We appreciate your understanding and commitment to our patient charter, as it greatly contributes to the overall effectiveness of our services.

Thank you.



Dr Jeff Sherer
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The Dental Design Studios

Reviewed 02 January 2024