

Avondale House Dental Surgery welcome letter

Dear Patient

We are delighted that you have made an appointment with us and we look forward to seeing you. A copy of our practice brochure is enclosed giving information about the services that we offer and our reception staff will be pleased to answer any queries. Set out below is some important information about how the practice operates, which I hope you will find helpful.

Your dentist

Your treating dentist is responsible for making sure that you are happy with the dental care that you receive. On occasions, during holiday periods for example, it may be necessary for you to receive care from another colleague or locum dentist.

Making appointments

We always try to arrange appointments at a time convenient to our patients. If you have made an appointment which you subsequently find you cannot keep, please give as much notice as possible so we can give the appointment to another patient who may need to see us at short notice.

Payment methods

It is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken.

Emergencies

If you find that you have a dental emergency during normal surgery hours you should contact the practice for advice. We will make arrangements for you to be seen as quickly as possible. If the emergency occurs when the practice is closed, you should telephone 111 for advice. We will ensure that, where appropriate, you are seen as quickly as possible.

Your treating dentist will of course do their best to provide you with a high standard of dental care and service. If you feel that you have cause for complaint, We would encourage you to raise it with the practice owner Steven Singh who deals with any feedback that we receive. Your treating dentist will be made aware of your complaint and respond to you. We have a complaints procedure that aims to resolve any problems to our patients' complete satisfaction.

We hope that you will be satisfied with the dental care and service which we will provide for you. If you have any queries about the content of this letter, please do not hesitate to contact me.

Yours sincerely,

Avondale House Dental Surgery