

Working Together

At Avondale House Dental Surgery we are committed to providing the highest possible standard of care for our patients. An important part of fulfilling this commitment is ensuring that we work in partnership with you. This helps us understand you and tend to your specific needs. Below, we describe some of our responsibilities to you and your part in your care.

Treatment plans

Your dentist can provide a full range of treatment for you.

After a thorough clinical examination, your dentist will describe the treatment that he or she recommends, an estimate of its cost and any alternatives that are available. Any relevant risks will be discussed. Where appropriate, the dentist will use photographs and other visual aids to help explain the treatment. Please do not hesitate to ask questions – we want to be sure that you fully understand and agree with the proposed treatment. The dentist may give you some information to take home, our website also has some useful downloadable patient advice sheets. If you're unsure of any aspect of the treatment please do not hesitate in speaking to your dentist at any point of your treatment.

Most treatment is usually necessary to remove disease. To maintain oral health you need to follow the advice your dentist may give you relating to your treatment. Home care plays a major role in preventing further problems and that in turn will help you keep an attractive smile, eat in full comfort and should minimise the need for future treatment. If you do not understand your part in your care, please ask for an explanation. General advice sheets can also be found on our website.

An estimate and treatment plan would normally be provided for private treatment and NHS treatment above a band 2.

Appointment times

We provide a range of appointment times for patients. If you need to cancel your appointment, please give us as much notice as possible to allow us to allocate your appointment time to another patient. Non NHS appointments that are cancelled with less than 48 hours' notice are customarily subject to a charge of £25 per quarter hour.

Under the NHS in England and Wales, patients are not charged for failed NHS treatment, but if a patient cancels an appointment at short notice or fails to attend on more than one occasion, the patient might be refused further care under the NHS.

Preventive care

The basis of good oral health is preventing dental disease by, for example, appropriate oral hygiene measures, reducing the frequency of consumption of sugary foods and visiting the dentist when recommended. Your dentist and our website will give you lots of advice and support with caring for your teeth and gums.

Confidentiality

We take great care to ensure that our patient records are maintained in strict confidence. We have Confidentiality, Data Protection and Data Security policies. Should you require any further information, please let us know.

Paying for your dental care

We provide a range of ways to pay for your dental care and accept payment in cash, credit and debit card. Under the NHS the practice can ask for full payment in advance. We can also offer care under denplan where payment is made monthly (usually by direct debit). Please ask and we'll be pleased to provide further information.

Payment is usually made at the start of the treatment, or in stages to cover the band of treatment completed to date at every appointment. However, we can agree, in some rare cases, to accept payment in full at the end of the treatment. Where dental implants, crowns, veneers, bridges or dentures are to be provided, we may ask for full or part payment in advance.

Repairs and replacements

Our dental treatment is provided to a very high standard but occasionally treatment may need to be replaced or repairs may need to be undertaken. Our practice policy is normally to provide repairs or replacements free of charge if the treatment fails within one year. Full or partial refunds may also be given. By their very nature generally temporary fillings would be excluded from this. Please contact us immediately if you experience difficulty with any treatment that we have provided.

If you have any comments

We recognise that regular feedback helps us improve our services. So if you have any comments or complaints about the care or service you have received at the practice please contact the practice principal or your treating dentist. Or you may choose to leave feedback in our patient comments box located in the downstairs waiting room. The surgery also takes part in the NHS friends and family test and you may receive a feedback request from us comment forms can also be found next to reception.