



NEW STREET DENTAL CARE

Terms and Conditions

Fail to Attend, Short Notice Alterations and Appointment Policy

At our practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

In our practice we

- Communicate with patients in a courteous, friendly, professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost.
- Provide advice and treatment outside normal surgery hours where necessary.
- Refer patients for further professional advice and treatment where appropriate.

In our practice we will

- Manage our appointments system so that treatment appointments are booked no more than 6 months ahead.
- Ensure that patients should have to wait no longer than 30 minutes to be seen. Where there is a further delay, we will explain the reasons.
- Remind patients of their appointment by phone, email or text (as preferred) where the appointment time exceeds 30 minutes.
- Monitor our waiting times for (i) treatment and (ii) for booking appointments.
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons.
- Advise patients if there is a change of dentist.
- Treat all patients with dignity and respect and provide a high quality of dentistry.

In return, we would like you to

- Arrive on time for your appointment. Please give the practice at least 1 working days notice and on some occasions, we will require more than 1 days' notice if you are unable to keep your appointment. We will charge for missed appointments where we have not been notified. If you miss an appointment on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice.
- Treat all members of staff equally and respectfully over all areas of communication, e.g. telephone, email and in person. We will not tolerate aggressive or abusive behaviour over any method of communication with our staff. Breach of this may affect your registration at our practice.
- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we are able to contact you.

Deposits, Missed Appointments and Short Notice Alterations

Due to the high demand for weekend and evening appointments, A £30 deposit will be required at the time of booking to secure the appointment. We will allocate the deposit as a charge for failed appointments.

We do not charge for altering an appointment as long as we receive **1 working days notice** for all appointments unless we have specified the need for a longer notice time. This allows us to offer the

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appointment to another patient. 'Working days' exclude Saturday. We ask that if patients need to late cancel, we will need you to call us, text messages or emails may not be sufficient enough.

Patients who fail appointments or cancel without giving the corresponding prior notice, unless under exceptional circumstances, will be expected to pay a charge, this charge will reflect upon the amount of time the appointment was booked for at a rate of £120.00 per hour. This charge will need to be settled prior to the patient's next appointment. Any accounts sent out in respect of these charges must be paid on receipt.

Please feel free to ask us why we charge you for missed appointments and short notice alterations.

Complaints Handling Policy

Code of practice for patient complaints.

In this practice, we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service that we provide is Clarissa Chen, our Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If the Practice Manager is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to the Practice Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 5 working days.
6. We will seek to investigate the complaint within 10 working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result following our procedure, then a complaint may be made to:
 - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment

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- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct.

Payment Policy

All patients of New Street Dental Care are expected to pay for their treatment before, during or immediately after treatment is completed. In the case of courses of treatment where more than one appointment is required, fees will be collected after each appointment.

All patients will be given an estimate of treatment costs after their first appointment, so they fully understand what the fees imply to and how much they are required to pay overall.

The Surgery reserves the right to ask for a deposit of a third of the cost for any extensive or expensive treatment, such as crowns, veneers, dentures, implants, bleaching and any treatment involving outside agencies i.e. oral surgeons, anaesthetists and dental laboratories. Full payment of these treatments must be received before the final appointment is carried out and any laboratory work is fitted. In respect of fees for outside agencies, these must be paid before the patient receives treatment to cover the agent's costs. The patient will always be made aware of this fee before they enter into any treatment involving an outside agency.

Patients who fail appointments or cancel without giving **1 working days notice**, unless under exceptional circumstances, will be expected to pay a charge, this charge will reflect upon the amount of time the appointment was booked for at a rate of £120.00 per hour. 'Working days' exclude Saturday. We ask that if patients need to late cancel, we will need you to call us, text messages or emails may not be sufficient. This charge will need to be settled prior to the patient's next appointment. Any accounts sent out in respect of these charges must be paid on receipt.

COVID POSITIVE or ISOLATION – Patients that must cancel appointments without giving 1 working days notice will need to provide evidence via a Screen shot of their track and trace app or a COVID positive test result. Patients that cannot provide this will be charged the usual fee.

Patients leaving the practice without settling their treatment bill will automatically be sent an account for fees owed, which should be settled on receipt.

Patients who do not pay their account after the first notification will be liable to a charge of £25 to cover administrative costs.

Patients refusing to pay an overdue account will be liable to legal action and removed permanently from the practice list. Fees for recovering overdue payments will be added to debt.

Patients who are seen to require regular accounts to settle their treatment fees will be asked for payments before any future appointments can be made.

The Surgery reserves the right to refuse treatment on any patient owing monies.

The Surgery reserves the right for their point of sales staff to ask for payments and deposits before any prior appointments can be made.

Payments by cash, Debit card, credit cards and cheques are accepted, facilities to pay by credit card over the telephone are also available.

All patients will be given a receipt of payment, which should be kept for the patients records in case of any discrepancies.

Any discrepancy will be referred to the practice manager.

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Any patient abusing this policy will be liable to legal action and permanent removal from The Surgery list.

Cold Sores

If you have or are developing a cold sore, we will ask you to postpone your appointment by giving us a minimum of 1 days' notice. A charge will be payable if:

- You attend the practice with a cold sore or a developing cold sore, as we will have to cancel your appointment due to the high infectivity of the herpes virus.
- You cancel an appointment without 24hrs notice.

We understand that contracting a cold sore is unavoidable, therefore we will only charge half the appointment cancellation fee in these circumstances.

Dental or hygienist treatment can split the area open due to stretching the lips which spreads the cold sore (herpes) virus around the mouth and to the skin which could make it easier to spread for example, to the eye, which IS dangerous.

Even though we obviously have high standards of cross infection control and our clinical staff wear gloves and protective eye wear, because of the high infectivity of herpes we feel it is safer all round to avoid obvious contact with it.

So in the event that we have to cancel your appointment because you have a cold sore, we are doing this for your benefit mainly, but will halve the fee as we understand that this type of cancellation is unavoidable.

Emergency Appointments

Same day emergency appointments are available every day. These appointments are on a first come, first served basis and can only be made on the day. Please contact us as soon as you can as these appointments are in high demand. You will only pay for the treatment you receive. If you require out of hours' emergency treatment, there is a call out charge from £110 in addition to the cost of any treatment you receive.

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