



**BLAKE**  
DENTAL

## Welcome to our Practice

Thank you for your interest in joining our practice. Here is some information based on Frequently Asked Questions from new patients:

- Our opening hours are 8:30am – 5:45pm Monday to Friday. Appointments on Saturdays and evenings are by arrangement only. The practice is closed from 1pm to 2pm for lunch.
- We do not have parking on-site due to our town centre location but can advise on nearby free parking that is a 1-2 minute walk away
- There are 3 different sectors of care within our practice – Private, Dental Plan and NHS
- We have treatment sessions available for Same-Day Private Dental Emergencies every day
- We follow the latest infection prevention guidelines including those from the NHS
- We use dental instruments that are single use or are sterilised after each patient
- We decontaminate all work areas including the dental chair (and attachments), all hand-held equipment and cupboard handles between patients
- We maintain a high standard of personal hygiene including clinical clothing and the restricted wearing of jewellery
- We monitor the quality of the water at the practice and ensure that dental unit waterlines are disinfected and kept clear
- We handle all waste in accordance with the current regulations and dispose of it with appropriate and recognised waste carriers
- Every member of our team is trained in the Safeguarding of Children & Vulnerable Adults and follow practice safeguarding procedures that are regularly reviewed

- Every member of our team undertakes annual Life Saving and First Aid training
- Please arrive in good time for your appointment so we can complete any necessary medical history and other forms with you
- Please inform us of any immediate or urgent treatment that you require before booking an appointment
- We do have a small NHS contract but there is an appointment & treatment waiting list within our specific contracted hours
- We keep up to date with the latest guidelines, best practice and regulations through a continual improvement and monitoring programme
- We always welcome any questions, comments, observations and suggestions from patients as well as our team

## Patient & Practice Agreement

- You are required to attend reception as soon as you arrive as well as immediately after seeing the dentist/hygienist
- We appreciate it is not always convenient to reschedule or cancel appointments however we do expect that you provide us with at least 48 hours' notice. This is to allow your appointment to be offered or allocated to another patient and ensures that our clinical time is not wasted. Any cancellations that do not give this notice may be recorded as a 'Short Notice Cancellation'.
- All our staff are required to take annual leave as well as refresh and maintain their training (Continuing Professional Development) by attending courses. We apologise if this causes any inconvenience
- Two or more 'Failed To Arrive' appointments may remove you from our care
- Two or more 'Short Notice Cancellations' (less than 48 hours' notice) may remove you from our care
- Any patient who is 10 minutes (or more) late may be asked to rebook or reschedule subject to a decision by the dentist and/or practice management. A late arrival will be counted as a 'Failed To Arrive' appointment
- We have a Zero Tolerance to any member of our team being abused, to ensure our patients and team are in a stress-free environment
- Recalls are prescribed by the dentist, as per NICE guidelines, and will be 3-24 months in agreement with the patient
- A 'Clean & Polish' is not routinely available or performed under the NHS. The current guidance is that this is subject to clinical assessment and clinical need at each dental health examination visit.
- All our patients can book to see our hygienist if they wish to have routine dental cleaning.
- You are required to inform us of any change to your contact details – home address, mobile phone, home phone, work phone and email address.
- You are required to fill in all the requested forms prior to being seen. This is a clinical and regulatory requirement
- Escorts for sedation patients must remain in the waiting room from the beginning of treatment until the end of treatment, unless by prior arrangement
- Our Sedation Sessions and Sedation Fees are not included in our NHS contract. All sedation treatment must be completed under Private care or NHS patients under a referral
- We are required by the NHS to ask you to complete a patient satisfaction survey, called the 'NHS Friends and Family Test'. If you decline, this will be recorded as required by the NHS.
- It is important to let us know the sector of care that you require (ie: Private, Dental Plan or NHS) prior to confirming your appointment, otherwise you will be treated as a private patient
- If you attend for an emergency appointment, the dentist will only assess the area that is causing the immediate issue. The dentist cannot provide a full dental health examination in this appointment and this will need to be booked separately
- We do require the fees for appointments at the time of booking as per our Payment Policy (other than NHS)
- We advise that patients do not bring their children to their treatment appointments. We want to ensure that our younger patients have a positive perception of attending our practice and their dental health. Our team cannot accept responsibility for supervising your children.
- In the case that you receive treatment further to that for which you have already paid for, this must be paid immediately after the appointment, unless by prior arrangement
- All appointments must be booked in advance to ensure that we can manage our clinical time effectively based on clinical need – we do not accept Walk-In Dental Emergencies
- Any outstanding debts with the practice will be requested and if they remain unpaid, may be subject to debt collection agencies – this can affect your credit rating

- We have availability for Sit & Wait appointments under the NHS on a 'first come, first served' basis with limited daily availability. Alternatively, new or existing patients can book a Same-Day Private Emergency appointment.
- We aim to complete all treatment within 1 month, where possible. You are required to book an appointment within 14 days or we will close your course of treatment. Each new course of treatment may require a new fee. We always consider the NHS guidance stating NHS completed treatments needing to be submitted within 2 months.
- We reserve the right to refuse treatment or care if any patient places undue stress on any other patient or member of our team.
- We cannot discuss patient's records with a third party unless they are listed on our system as being under the same 'family' on our system or with the written consent of the patient. As such, you agree to us contacting anyone in your 'family' on our system unless otherwise stated. Any changes regarding who can or cannot have your records (or your child's) shared must be put in writing/email to the practice
- If you are hoping to have your treatment partly/fully refunded through dental insurance then this must be agreed with the dentist or practice management before undergoing treatment
- Private and Dental Plan patients may choose the dentist that they see, however our NHS patients may be required to book with the next available NHS dentist at the practice.
- We do not recommend for you to wait on any waiting list if you have any pain or symptoms that require urgent treatment. If you require urgent NHS treatment then please contact NHS 111.
- Please view our noticeboard for further information