



Patient and Practice Agreement

Thank you for choosing Blake Dental for all your dental care and oral health needs. To ensure a smooth and professional experience for all our patients, we have outlined the following expectations and commitments. Please review this agreement carefully and if you have any questions then please get in touch with the practice.

Our Commitments to You

We believe that everyone deserves quality and ethical dentistry from a friendly, welcoming and caring dental team close to home.

1. **Outstanding Care:** We will provide quality & ethical dental care using the latest techniques and state-of-the-art equipment. Our team of professionals is dedicated to exceeding our patient expectations at every turn.
2. **Caring & Welcoming:** We genuinely care about every individual who comes through our door. We believe that being friendly, caring and kind is the very first step in helping our patients.
3. **Clear Communication:** We will clearly communicate treatment options, procedures and costs. We are available to answer any questions you may have about your dental care.
4. **Privacy and Confidentiality:** We cannot discuss a patient's records with a third party unless they are listed on our system as being under the same 'family' 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) must be put in writing/email to the practice.
5. **Timely Appointments:** We will make every effort to see you at your scheduled appointment time. If we are running late we will inform you as soon as possible.

Your Commitments to Us

1. **Timely Arrivals:** Please arrive in good time for your appointment so we can complete any necessary medical history and other forms with you. If you are running late contact us as soon as possible as arriving late may result in a shortened or rescheduled appointment.
2. **Payment of Fees:** Full payment is required at the time of booking your appointment other than a dental treatment appointment where we require a minimum payment of 50% (excludes dental hygiene appointments). The remaining balance is then due at the time of treatment or as agreed.
3. **Up to Date Details:** Full and accurate personal details, medical history and other information is important so we can provide you with the best possible care and send you appointment reminders and other pertinent information.
4. **Follow Post-Treatment Instructions:** Adhere to any post-treatment instructions provided by your dentist to ensure the best outcomes for your dental procedures. Failure to comply with post-treatment instructions and your recommended dental exam & hygiene recalls will invalidate any guarantees on our dental work.
5. **Respect and Courtesy:** Treat our staff and other patients with respect and courtesy. Abusive or inappropriate behaviour will not be tolerated.

Cancellations and Missed Appointments

We understand that unforeseen circumstances may arise, making it necessary to cancel or reschedule your appointment. However, late cancellations and missed appointments impact other patients and cause clinical time to be wasted that could have been used to treat another patient.

- **Notice Requirement:** Please provide at least 24 business hours notice if you need to cancel or reschedule your appointment. (For example, an appointment at 10am on Monday must be cancelled before 10am on the Friday before to avoid any charges).
- **Short Notice Fee:** Failure to give the required notice will result in a short notice cancellation fee charged at £60 per 30 minutes.
- **Multiple Cancellations:** Two or more 'Failed To Arrive' or 'Short Notice Cancellations' (less than 24 business hours' notice) may remove you from our NHS care.
- **Dental Plan Members:** Cancelling at short notice or failing to attend will mean that you lose your entitlement to that appointment (i.e. missing a dental exam will mean you will lose your entitlement to a dental exam for 6 months under your plan). However, you can pay our normal private fee if you wish to have that appointment.

About the Practice

Implant Treatments: Dr Katie Blake is an outstanding implant dentist who speaks internationally on implant dentistry and mentors other dentists in implantology. She places over 400 implants per year at Blake Dental and other practices across Suffolk, Essex and London.

Cosmetic Treatments: To help us perfect smiles we have a complete range of cosmetic treatments to whiten, straighten, repair and maintain your smile.

Environmental Care: We care for the environment and take steps to reduce our negative impact on the environment - for example, our toothpaste tube recycling scheme, using digital forms instead of paper, paper cups not plastic and recycling all that we can.

Safeguarding: Every member of our team is trained in the Safeguarding of Children & Vulnerable Adults and follow practice safeguarding procedures that are regularly reviewed.

Fully Trained Team: Our team undertakes annual advanced Life Saving and First Aid training (ILS).

Feedback Welcome: We always welcome any questions, comments, observations and suggestions from patients as well as our team.

Many of our patients come from recommendations of existing patients or from people reading our outstanding online reviews. If you know anyone who you think would benefit from our dental care then please pass on our contact details.

Frequently Asked Questions

Q: Do you have parking on-site?

A: 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.

Q: How do I cancel or reschedule an appointment?

A: Please contact our office at least 24 business hours in advance to cancel or reschedule an appointment to avoid a short notice cancellation fee.

Q: Do you offer emergency dental services?

A: Yes, we have treatment sessions available for Same-Day Private Dental Emergencies every day. Please call at 8:30am to secure one if needed.

Q: Do you offer complimentary consultations?

A: Yes, we offer complimentary consultation appointments with our Treatment Coordinator for any patients considering Dental Implants, Teeth Straightening or other Cosmetic Dental Treatments.

Q: Why do I need to book a dental exam after a dental emergency appointment?

A: If you attend for an emergency appointment, the dentist will only assess the area that is causing the immediate issue - they cannot provide a full dental health examination in this appointment and this will need to be booked separately.

Q: Can I bring my children along to my appointment?

A: We advise that patients do not bring their children to their treatment appointments as we want to ensure that our younger patients have a positive perception of attending dental appointments for their dental health and our reception team are unable to accept the responsibility of supervising your children.

Q: Can I be seen if I have dental insurance?

A: Yes, we are happy to review your insurance policy details with you to ensure that you are fully utilising your cover and to help you work out what the cost to you will be. However, we cannot take responsibility if the amount differs - we recommend that you speak with your insurers before starting treatment.

Acknowledgement

By continuing as a patient at our practice, you agree to abide by the terms outlined and the expectations of our patients as we agree to keep to our commitments to you.

Thank you for your understanding and cooperation. For any questions or concerns regarding this agreement please contact the practice.

Blake Dental

2 Maldon Road
Witham
CM8 2AB

01376 501688

www.blakedental.co.uk

Please view the noticeboard in our waiting room for further information. This agreement is subject to change. Please review it regularly for updates.