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*Providing high-quality  
dentistry for the entire family  
in a caring and professional environment.*



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Orchard Family Dental aims to provide a high standard of NHS and private dental treatment in a family-friendly atmosphere.

### ***Practice Policy***

We operate a quality assurance system to ensure that:

- Effective measures of infection control are used
- All legal requirements relating to health and safety are satisfied
- All requirements of the General Dental Council in respect of continuing professional development of dentists and the dental team are satisfied
- All patients are treated with honesty and integrity in complete confidence

### ***Confidentiality***

The practice has a policy of patient confidentiality. All information and records are kept securely within the practice.

### ***NHS Treatment***

We undertake all NHS treatment necessary to secure and maintain your oral health. Charges for this treatment are set by the government but some patients may qualify for full or partial exemption. Those on a low income may qualify for a HC2 certificate through the Jobs and Benefits Office. All remaining patients pay 80% and the government pays the remaining 20% for NHS treatment. Written estimates will be given before treatment commences. Further information on NHS fees and exemption categories is available at the practice.

### ***Private Treatment***

Some forms of treatment are not available under the NHS. These include cosmetic treatments such as tooth whitening and white fillings on back teeth. Other private treatments available include: sports mouth guards, veneers and certain types of crowns, bridges and dentures. A written estimate will be given before treatment commences.

### ***Emergency Service***

This service is available to registered patients of the practice. If you have pain outside surgery hours, please phone the practice where further information will be given.

### ***Referrals***

Whilst we endeavour to carry out all treatments in the practice, we offer a referral to specialists e.g. orthodontics, implants and surgical dentistry when necessary.

### ***Appointments***

We require 24hrs notice for appointment cancellations. Broken and late cancellation of appointments will incur a charge. The FTA (Failed to attend) Fees are £15 per fifteen minute appointment or multiple thereof. No further appointments will be offered until missed appointment fees have been paid.

### ***Access***

We have five fully equipped surgeries and a toilet situated on the ground floor. These are wheelchair accessible.

### ***Complaints Policy***

We take complaints very seriously and try to ensure that all our patients are pleased with our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. The person responsible for dealing with the complaints is our practice manager Janice Channing .

Copies of our complaints policy are available at reception or on our website.

### ***Opening Hours***

|                   |                  |
|-------------------|------------------|
| Monday to Friday: | 9:00am to 5:30pm |
| Saturday:         | Closed           |
| Sunday:           | Closed           |

*Early morning appointments available upon request*