



cairn brae dental practice

# *Welcome to our practice*

Thank you for your interest in joining our practice. Please find below the most important considerations prior to your first appointment with us.

Please arrive 15 minutes before your initial appointment time in order to complete the necessary medical history and other forms.

It is important for you to let us know which sector of care you require prior to confirming your appointment, otherwise we will treat you as a private patient. Please feel free to read the attached documents below for further information. A table of comparison summarizes the facts and findings for your kind perusal.

Please let us know if you have any immediate or urgent treatment need before booking an appointment.

Kindly note that same day treatment sessions will only be available if full treatment fees have been paid upfront under our same day treatment policy. Alternately, your first session will be only for assessment and advice. If you attend with a single tooth problem, we will advise only on that tooth in the first session within a limited time frame that has been scheduled.

Opening Hours are Monday – Friday 08.30 – 5.45pm

The practice is closed daily between 1 & 2pm for lunch

Children should not be brought into the dental surgery unless they are patients themselves or there is an individual over the age of 16 who can take care of them in the waiting room whilst you are being seen. We are unable to confirm if x-rays will be taken or not until a consultation is done.

We generally carry out a risk assessment if children are brought during treatment or consultation sessions for parents.

Please ask our friendly receptionist for details on any further information you require prior to scheduling an appointment.

If you have any queries please do not hesitate to contact us on 01376 501688 alternatively please refer to our website for any additional information: <http://www.cairnbraedental.co.uk/>

We look forward to seeing you soon

Thank you

## Policies for Cairn Brae Dental Practice

1. There are THREE different sectors of care within our practice (ie NHS, Private & Dental Plan) We will automatically see you in the private sector of care at a fee of £60 payable in advance if you are not booked as an NHS patient. Please can you kindly ensure to confirm your preference with our receptionist. Please note there is an NHS appointment and treatment waiting list and specific contracted hours.
2. It is not recommended for you to wait on any waiting list if you have any pain or severe symptoms or require any urgent treatment by contacting the practice or NHS Choices if you are not within a course of treatment
3. We have treatment sessions available in the private sector for guaranteed same day treatment and no waiting lists.
4. You are required to go to reception as soon as you arrive and just before leaving the practice.
5. We appreciate that it is not always convenient to reschedule or cancel appointments. However, it is accepted for either you or for us to cancel or reschedule an appointment with a minimum of 48 hours' notice being given.
6. Our staff and dentist are required to take annual leave and maintain ongoing CPD (Continuous Professional Development) by attending courses. This is a compulsory requirement for all dentists and staff. We are sorry if this causes you any inconvenience.
7. You are required to inform us of any change of address or contact details, especially your mobile number. We generally use mobile messaging for contacting you.
8. You are required to fill in all the requested forms prior to being seen. This is a clinical and regulatory guidance requirement.
9. Escorts for sedation patients must remain in the waiting room from the beginning of treatment until the end of treatment.
10. It is an NHS requirement for the practice to ask you to fill in a patient satisfaction survey. This is called the "NHS Friends and Family Test." Any decline to fill in this will be recorded for NHS England purposes.
10. We collect our fees in advance, as we are unable to sustain any further losses from payments not being made when requested.
11. You are required to make your next appointment before you leave the practice. This will ensure that you are on our patient recall system for future appointments reminder.
12. Please do not accept a hand written appointment card or receipt, unless there is an equipment failure.
13. FTA policy: 2 or more "Failed to Arrive" for appointments may remove you from our NHS lists
14. Late arrival: Any patient who is 10 minutes (or more) late will be asked to rebook or reschedule subject to the dentists decision. A late arrival will be counted as a "Failed to Arrive visit."
15. Late cancellation: We require a minimum of 48 hours' notice prior to cancellation or rescheduling of any appointment, or it will be placed as a late cancellation record.
16. NICE guidelines recalls are prescribed by the dentist will be between 3- 24 months
17. A cleaning and Polishing is not routinely done or available under the NHS. The current guidance is that this is subject to clinical assessment and clinical need at each visit of examination.
18. All patients can book to see the hygienist if they wish a routine 6 monthly cleaning visit. With Dental Plan patients, we will guarantee to see you every 6 months for a Hygienist and Dental Examination visit.
19. We collect our fees in advance within the bands on NHS
20. Please view our notice board for further information
21. We advise not to bring children to Parents' appointments, as the dentist may need to take x-rays. The taking of x-rays cannot be planned in advance as this is subject to clinical needs. Alternatively a risk assessment will be done, and your appointment will need to be rescheduled without notice, as determined by the dentist.
22. We are not a Walk-In Emergency Centre. We aim to provide appointments subject to appointment availability
23. We have a Zero tolerance policy in place to ensure our staff, dentists and patients are in a stress free environment.
24. We have a sit and wait appointment availability under the NHS on a first come first serve basis with a limited daily availability. Alternately, we can see you at any time within surgery hours at a minimum fee of £50 per 15minutes session (excluding treatment costs).
25. Our Sedation Sessions and Fees are NOT included in our NHS contracts. All sedation treatments will be done Privately.
26. We aim to complete all your treatment within 1 month. You are required to book an appointment within 7 days or we will close off your course of treatment. Each new course of treatment may attract a new fee. We always consider the 2 month rule under the NHS within which all complete treatments will be submitted to the NHS.
27. We reserve the right to refuse care or appointments or have any discussions with any patient or guardian or member of their family who places undue stress on our dentists, staff or patients. We are unable to discuss any patient's records with any third party without the written consent of the patient. Our dentists do not carry out telephone discussions as this is done in surgery.



# cairn brae DentalPlan

**NB: IT DOES NOT INCLUDE ANY TREATMENT COSTS**

**Dentalplan cover is currently £68.80 cheaper than the NHS per year and you get more for your money!!!**

**Please contact DPAS Directly for Dental Implant Cover. Please refer to Dentalplan Terms and Conditions**

**Prices may change without notice subject to annual review and NHS charges by NHS England  
Excludes all other Treatments, Advice and visits**

**The NICE Guidance under the NHS requires you to attend every 3-24 months based on the dentists' prescription. We have a limited number of NHS Spaces, and we reserve these for our regular attending patients.**

**Are you aware of exactly what you want from your dentist, and Are you letting your dentist know what you would prefer?**

Please use the following questions & answers to assist you to make a decision between the NHS & private sectors of care.

1. Do you prefer same day treatment?
2. Do you prefer not to wait on a waiting list?
3. Do you want to be seen every 6 monthly, and not possibly every 2 years under the NHS?
4. Do you routinely prefer specific time slots, either early morning, late evening or lunch time appointments?
5. Do you prefer white tooth colour fillings to Mercury containing fillings?
6. Do you want the best possible materials and the best possible labs to be used?
7. Do you prefer white crowns to gold crowns?
8. Do you want your dentist to always consider obtaining to best cosmetics?
9. Do you want the most senior dentist at the practice to see you, based on 15-20 years clinical experience?
10. Do you want to routinely every 6 months want to receive dental care and cleaning/polishing without fail?

**If you answered YES to any, most or all the above, then your preferred sector of care is the Dentalplan or Private sector of care and NOT the NHS. You have been advised to consider Dentalplan for added benefits to allow you to receive a greater access to Dental Care. It is also cheaper on an annual basis for a like for like comparison, and there is the facility of an Emergency Dental Cover and Worldwide Supplementary Dental Insurance which is free of charge.**

**Dr. Imran Arbee will now be seeing mainly the Dentalplan and Private patients. All NHS patients will be booked with the next available NHS dentist in the practice under the NHS waiting list.**



# cairn brae DentalPlan

Appointment Description	NHS	Private	Dentalplan
Exam	£19.70 x2	£60 x2	2 Per Year No additional charge
Hygiene visit	£43 x2	£43 x 2	2 Per Year No additional charge
Guaranteed 6 monthly Exam	No	No	Yes
Guaranteed 6 monthly Hygienist or cleaning	No	No	Yes
Emergency	£50 x2	£50 x2	Up to 2 per year
Worldwide dental Cover	No	No	Yes
Same Day emergency access and Treatment in Practice	No	Yes	Yes
<b>Specific Hours for Emergency cover</b> <ul style="list-style-type: none"> <li>Activates if more than 15miles from registered dentist.</li> <li>All practice opening hours and sessions will be charged at £50 per visit for appointment fees.</li> <li>Patients dentist cannot claim under supplementary insurance apart for opening of practice after hours fees only and not treatment</li> </ul>	Subject to NHS waiting list	Subject to Practice Appointment Availability. Fee payable to practice if within surgery hours.	<b>Call Out Times</b>  6am-8am and 6pm-10pm Weekdays  6am-10pm Weekends and Bank Holidays  10pm-6am Weekends and Weekdays
Oral Cancer Cover	No	No	£2500 once off fee upon confirmed diagnosis
Dental Trauma/Injury Cover	No	No	Yes
Discount of Private Treatment	No	No	Yes up to 20% (Excludes some treatments)
<b>TOTAL PER YEAR:</b>	<b>£225.40</b>	<b>£308</b>	<b>£156.60</b>  *only £13.05 per month