



Dear Patient

Welcome to Deu Dental Care. We appreciate the trust you have placed in us, and we will strive to provide the high quality of dental care that you expect.

The focus of our practice is health-centred, preventative dentistry. We enjoy helping people actively participate in their own health care and control the causes of dental disease.

Our staff members are devoted to making your appointments as pleasant and enjoyable as possible. We take great pride in our ability to provide you with optimal dental care designed for your unique needs and desires.

The initial step towards complete dental health is thorough examination and diagnosis. We want our patients to make informed choices by fully understanding any problems. The dentist will review your dental needs with you at this appointment to provide treatment consultation.

We look forward to meeting you! Your first appointment will be approximately 20 minutes, in order that we may respond to your unique needs and concerns.

If you have any questions please do not hesitate to contact us on the above numbers where our staff will be more than willing to help you.

### Frequently Asked Questions?

#### **Q. What is the requirement to become a NHS patient at your practice?**

A. In order for you to be seen as a NHS patient at either of our practices, you must not have had at any time in the past an appointment at either practice which you failed to attend. Unfortunately, if you have had an appointment, which you failed to attend, we will not be able to accept your request for an NHS space and we will not be able to see you as an NHS patient.

An NHS space will be allocated to patients who have not missed appointments.

The other option is to be seen as a private patient and if you wish to be seen on a private basis please do not hesitate to contact us.

**Q. How long does it take to be seen by a dentist?**

A. NHS availability is subject to capacity, we cannot provide any specific timescales but we aim to see new NHS patients as soon as we have the capacity to do so. Please ensure on the new NHS patient form we have a valid telephone number so we can contact you to arrange your first appointment as this will be the initial method we contact you by. You can be seen sooner as a private patient.

We will attempt to contact you twice to offer you an appointment. If we are unable to reach you following these two contact attempts, your application will be rejected and you would need to re-apply.

**Q. How much does a check up cost?**

A. The cost of each NHS check up is £22.70, unless you are exempt.

This pricing is reviewed twice annually by the NHS and is subject to change.

**Q. What counts as an NHS exemption?**

A. You do not have to pay for NHS dental treatment if, when your treatment starts, you are:

- under 18
- under 19 and in full-time education (college or university)
- pregnant or you've had a baby in the 12 months before treatment starts
- staying in an NHS hospital and the hospital dentist carries out your treatment
- an NHS Hospital Dental Service outpatient (although you may have to pay for your dentures or bridges)
- You can also get free NHS dental treatment if, when the treatment starts or when you're asked to pay:
  - you're included in an award of Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit guarantee credit
  - you're named on, or entitled to, a valid NHS tax credit exemption certificate
  - you're named on a valid HC2 certificate
  - If you're named on a valid HC3 certificate, you may not have to pay for all your NHS dental treatment. HC2 and HC3 certificates are issued under the NHS Low Income Scheme – see below.

**You will not be exempt from paying for NHS dental treatment because you receive one of the benefits below when paid on their own:**

- Incapacity Benefit
- contribution-based Jobseeker's Allowance
- contribution-based Employment and Support Allowance
- Disability Living Allowance
- Council Tax Benefit
- Housing Benefit
- Pension Credit savings credit

**Q. English is not my first language.**

A. We have many patients who do not speak English or do not have English as their first language. In these situations we ask that you arrange for someone who does speak English to accompany you to the appointments, also that they assist you in completing all areas of the new patient form. We also ask that you inform reception when booking your appointment.

**Q. Can I cancel my first appointment?**

A. Unfortunately you cannot cancel or change your first appointment, it is requirement that the first appointment once booked is kept. If you cancel the appointment, we will no longer be able to see you as an NHS patient. This is due to limited places and someone else does not get the opportunity if you cancel.

**Q. Can I cancel an appointment after I have had my first appointment?**

A. Yes you can, however we require a minimum of 24 hours notice, this is so the time reserved for you can be given to someone else. You will not be charged cancellations.

**Q. What happens if I cancel with less than 24 hours notice?**

A. If you cancel your appointment with less than 24 hours notice, it will be recorded as a missed appointment.

**Q. What happens if I miss my appointment?**

A. We would encourage you to get in contact with the practice as soon as possible, to let us know if you are unable to attend your appointment.

If you miss two appointments within a 3-year period, we would no longer be able to see you as an NHS patient; however, we would be able to see you on a private basis.

**Q. What happens if I am running late to my appointment?**

A. We advise patients to arrive ten minutes prior to the appointment to allow time for paperwork. If you arrive more than 5 minutes late for an appointment, the dentist may not be able to see you. This would be recorded as a missed appointment.

**Q. What happens if I forget to book my first appointment when contacted?**

A. When we contact you to arrange an appointment you must contact us within the specified time given. Unfortunately if the appointment isn't arranged it will be highly unlikely to arrange another as your NHS space will be given to someone else.

**Q. Where do I find my NHS number?**

A. This can be obtained from your GP, from a prescription or from the hospital. The NHS number will be a ten digit number.

**Q. I have a cold sore can I be seen?**

A. Please contact the practice immediately to discuss further.

**Q. Why do you need to know what medication I am taking?**

A. It is important the dentist is aware of the medication and doses that you are taking, along with any allergies you have as they may have implications to your dental treatment.

**Q. Do you have car parking?**

A. Yes we do have limited car parking, which is free to patients for the duration of their treatment.

***Please arrive 10 minutes early for your appointment to allow for any paperwork to be completed.***

For further information, please do not hesitate to contact reception on the above number or by email [Headingley@deuhealth.co.uk](mailto:Headingley@deuhealth.co.uk).

Kindest regards

**Deu Dental Care**

