



Welcome letter

Dear Patient

I am Dr Matharoo, Principal Dentist, I am delighted that you have made an appointment at Bridge Dental Practice we look forward to seeing you soon.

I enclose a copy of our practice brochure, which gives information about the services that we offer.

Making appointments

We aim to arrange appointments at times that are convenient; we have late evening sessions for our Private and Plan Members.

Missed Appointments / Short Notice Cancellations

Private or Plan Members:

If you are unable to keep an appointment, please give as much notice as possible so that we can offer it to another patient. If you give us less than 24 hours' notice, we may make a charge.

NHS Patients

If you are unable to keep an appointment, please give as much notice as possible so that we can offer it to another patient. If you fail to attend 2 appointments or are repeatedly late for your treatment sessions we may terminate your course of treatment early and we may ask you to find another practice..

Your information

The practice follows agreed procedures to keep your information secure and private. For more information, please see our Privacy Notice published on our website www.bridgedentist.co.uk.

Payment

We will make sure that you know the cost of your dental treatment and agree to it before we start any treatment. We will give you a written treatment plan and estimate of costs where the treatment is extensive or costs more than NHS Band 1 for NHS Patients or more than £100 for Private or Members.

You may pay for your dental care by cash/debit card or credit card. It may also be possible for you to join the private dental care scheme, Bridge Dental Plan, which gives you access to certain treatments. Please ask our reception team for further information.

We try to make payments as straightforward as possible for our patients. Our normal practice policy is that you pay a proportion of the costs at the end of each visit **OR** you pay the full cost of treatment before we start.

Emergencies

If you need urgent treatment during normal surgery hours, you should contact the practice immediately for advice. If you need to be seen by a dentist, we will arrange an early appointment – where possible, on the same day. If you need urgent advice when the practice is closed, you should telephone the practice where you will hear a message detailing the specific arrangements for that day or call NHS 111 for advice.

Feedback

I hope that you will be satisfied with the dental care and services that you receive from me and others at the practice. If you have any feedback on the care or service that you have received, please contact Mrs Zem Mangat, Complaints Lead who will be able to guide you through our complaints procedure.

Reviews

Please tell others about your experience with us at Bridge Dental Practice and leave your review on:



If you have any queries about the content of this letter, please feel free to contact me or our receptionist.

Yours sincerely

Dr Matharoo (BDS)