



CHURCH STREET

DENTAL CENTRE

New Patient Acceptance Policy (Private)

Effective from April 2026

What your Dentist will do at an appointment

1. Carry out a thorough examination of your mouth, teeth and gums.
2. Explain your treatment options and tell you what treatment can be done. Onward referrals to a Specialist may be necessary.
3. Make sure you know how much your treatment will cost.
4. Offer finance options for eligible treatment plans, subject to approval.
5. If requested, provide you with a written treatment plan before carrying out any dental treatment.
6. Discuss with you how often you need to attend for a dental check-up.

As a patient, you are expected to:

1. Give your dentist as much notice as possible if you must cancel or change an appointment.
2. Follow your dentist's advice on how to avoid tooth decay and gum disease.
3. Ask for a written treatment plan for any treatment if you need one.
4. Ask questions if there is something you don't understand.
5. Pay 50% of your treatment bills at the beginning of treatment, and pay the remaining 50% upon completion of treatment.

Which Dentist will I see?

You have the right to ask for a preference of Dentist when you first book in with us, although it might not always be possible. When a Dentist leaves you will be booked in with their replacement.

Failed Appointments

The practice policy is that if you fail your first new patient examination you will automatically lose your place at the practice.

If you fail or cancel at short notice 2 appointments in a row, we will not be able to continue to offer you care within the practice.

If you cancel an appointment with less than 24 hours' notice, or fail to attend without a valid reason, a cancellation fee may be charged based on the length of the appointment. This policy helps us offer valuable clinical time to other patients who may be waiting for treatment.

Appointment confirmations – We may contact you before your appointment to confirm your attendance. If we are unable to contact you and your appointment remains unconfirmed, we reserve the right to offer that appointment to another patient where necessary.

Opening Hours

Church Street Dental Centre is open Monday to Friday 0900hrs – 1700hrs. Please note we are closed for lunch between 1300hrs and 1400hrs.

Policy Review

We reserve the right to amend this policy from time to time in line with NHS regulations, professional guidance and practice requirements.