

Groupon Deal (Examination, Ultrasonic Scaling and Air Polishing)

Thank you for choosing our Award Winning Dental practice for your dental care.

What is Included?

- Basic Full Mouth Examination
- Full Mouth Ultrasonic Scaling and Air Polishing with our dentist
- 2 Bitewing x-rays
- Medical History discussion
- Diet analysis consultation.
- Photographs are taken (if needed) to assist in clinical discussions.
- All of the above in a 30minutes appointment

What is not included?

- There is no Air Polishing in this deal
- All other treatments, procedures, advice, communications and sessions are excluded. Our normal scale of fees, are chargeable.
- A copy of x-ray images can be shared by printout.
- Under GDPR Guidance, a form would need to be filled in and this can be shared within a period of 28 days. An express same day service can be done at a cost of £50.
- Digital sharing of images can be done, and would be a special request to decode the software for JPEG format, at a fee of £50 per enquiry.

What is Air Polishing?

- A method where we remove all *removable surface stains* from and between teeth
- It is *not a whitening procedure*.
- It is a fine Spray of Air, Water and Salts which flow through a thin jet spray tip, to then create a micro-stream of particles that allow for its function as described above.
- It can lead to the gums to bleed slightly and more likely in Gum disease patients due to unhealthy gums. It generally subsides with cold water rinse in less than 10minutes in most cases.
- It is sometimes the only type of Treatment to remove stubborn stains in crowded teeth, where the spaces between teeth are very small to get other instruments into.

What is Scaling and Polishing?

- An Ultrasonic Tip is used in a special handpiece
- The tip Vibrates and removes the surface stains and hard debris (Calculus) stuck onto the teeth. It is sometimes the only way to remove stubborn debris which can cause gum disease.

- *Limitation: It does not remove stains in between teeth that are crowded or where the tip cannot get into. The Air Polishing is more recommended for crowded teeth and a tooth-friendly approach.*

General Information

Please read through this document, as all the most important information and commonly asked questions can be found here. If you have any further enquiry, please feel free to contact the practice on Tel: 0208 7727 7708. Our reception and dentists would not be able to give you any clinical advice, but we are happy to answer any non- clinical enquiries you may have.

Step 1 (Before Purchasing a Voucher)

- Please read through all the Terms and Conditions of the Voucher on Groupon's website and this document
- Decide whether this is the Deal for you. *Only purchase the Voucher if you are completely satisfied with the all Terms and Conditions.*
- *If the deal of the Voucher does not meet your requirement or preferences, or if you are not happy with the Terms and Conditions, please do not purchase the Voucher.*
- Please do not buy a Cheaper Voucher in hope that the practice would include some of the additional treatments or procedures, as we are unable to carry out any procedures not included in the deal.
- *Please do not call the practice to ask when the next appointment is, and make any voucher purchase based on provisional dates given, as thus changes constantly and we cannot promise any appointments until the voucher has been sent to the practice prior to any appointments being booked.*

Step 2 (After Purchasing a Voucher)

- Please send the practice a Copy of The Voucher to tbdp@btconnect.com. If you live in the area, you can bring it in person as well. The Voucher must contain the Security Code, Voucher Number and patient name and be either in JPEG or PDF version.

Step 3 (Consenting to GDPR)

The practice will ask you to sign and accept our GDPR policy, which would then enable us to contact you by email and release your personal details to allow us to create a patient file on your name.

Step 4 (Booking an Appointment)

Our practice will then call you or email you to offer you the next available appointment and discuss your preferences. *Please can you kindly allow us a reasonable amount of time to process your request between each stage before calling the practice for an update.* We assure you, we action each stage as quick as possible and we do not cause any unreasonable delays at any point in time.

Step 5 (Before Arriving for your Appointment)

- Kindly ensure that you have booked the Appointment to meet your specific preferences, as our receptionist would only book appointments based on the time and date you request and confirm to be acceptable for you.
- We understand that errors can sometime occur. Kindly confirm that our receptionist has made the correct appointment for you. We generally send a text message to confirm the details of your appointment at least 3 days prior to the appointment date and time. If this has not arrived due to technical errors, please feel free to call the practice to confirm your appointment time and date. Our text message service is purely a reminder, and should not be relied upon to ensure your attendance for any appointments booked by you.
- *Kindly ensure you allow adequate time for travel as late arrivals would lead to your loss of entitlement of the Voucher use, and forfeiting of the Voucher. (Please refer to our Appointment policies below).*
- *In an event that you need to rebook or cancel any appointment, we need no less than 48 hours notice from the appointment time, or the Voucher would be forfeited with loss of Voucher entitlement.*
- *You are required to be at the practice 15 minutes prior to any appointment. This is the **Required Time of Arrival** (eg. If your appointment is 10h00, then you would be required to be at the practice at 09h45).*
- *If you arrive 10 minutes later than the **Required Time of Arrival**, the Voucher would be forfeited with loss of Voucher entitlement. We are unable to carry out part of all the procedures covered by the Voucher due to late arrival or any other reason.*
- *Any patient who insists to be seen despite being late or acts in any manner to cause our staff and or dentists stress or acts in an Abusive manner (of any sort), would be asked to leave the premises without exception.*

Step 5 (What happens once you arrive at the *Required Time of Arrival*) for the appointment

- The practice would ask you to fill in some forms
- You would have the opportunity to Freshen up before you go into the surgery.
- A member of the Team would escort you into the Surgery

Step 6 (What happens in the 30minutes Surgery Session)

- Medical History Questionnaire
- Discuss how we can meet your expectations
- Discuss the procedure for which you have been booked in, in a step-by - step approach as we deliver the care to you.
- 2 Bitewing x-rays (subject to clinical prescription of the dentist and IRMER Guidelines)
- Carry out all the procedures entitled in the Voucher
- Discuss the clinical findings
- Discuss a Treatment Plan along with the costs
- Discuss the cost, if any future visits or procedures are required, before we can reach a diagnosis and treatment plan. As above, the voucher entitles a patient to an Examination, 2 Bitewing x-rays, an Ultrasonic Cleaning and Polishing.
- Send you a Treatment Plan by email.
- All treatment (excluding that included in the voucher) would be carried out at additional fees and subsequent visits.
- You would have the opportunity to ask questions before the session ends.

Feedback and Reviews

We look forward to receiving a 5 Star rating based on the scale below.

1 * Very Poor Service

2 ** Average but not great

3 *** Acceptable service

4**** Good Service but I was not given the opportunity to have all my questions answered even although I told the dentist I have an enquiry.

5 ***** Excellent Service and I was given the opportunity to ask my questions.

Practice Recommendation

- Please tell us exactly how we failed to meet your expectations before you leave, as we aim to improve our services to a 5 Star rating. It would also give us the opportunity to answer all questions face to face and ensure we are given the opportunity to make good any confusions that may have arisen.

- We are happy to answer all your questions, provided you let us know what your enquiry is. Otherwise, we have no way of knowing that you have any enquiry.
- In an event that you give us anything less than 5 Stars, please tell us why you gave us the rating and what we can do to improve it. We hope that you are able to increase our rating before you leave, as sometimes telling the dentist what you would like him/her to discuss makes things easy for everyone to get a much-desired outcome at the end of the visit.
- Stating, *“I never give a 5 star review even if I get excellent treatment”* would not assist other patients to get an accurate and honest review about our practice and service you receive.
- Kindly do not leave any Racist comments on any Website Reviews. This is unacceptable at any level. We have had to report several comments to the Authorities.

Frequently Asked Questions

Can I pay the difference to the practice if I want to change my mind and have the Air Polishing done?

- No.
- The full scale of Fees would apply.
- £70 would be payable to the practice if you opt to have the Air Polishing done but you purchased only the Scaling and Polishing (without Air Polishing Deal)

Does it Hurt?

- No
- but it can be uncomfortable if you have very sensitive teeth and/or gums.

It wasn't sensitive previously. Can it be sensitive now?

- Yes.
- As we get older the gums recede and expose the sensitive dentine and cementum of the Tooth.

I arrived late, can I have part of the Procedure done?

- No.
- Loss of Voucher entitlement for all late arrivals

I want just a cleaning up done. I have a dentist already, but he couldn't fit me in. Can I have just this done?

- No. Please book a Hygienist Appointment with us.
- It is not recommended for you to have two dentists giving you clinical advice.

- You are more than welcome to transfer your care to us. We would send a letter to your dentist to request records.

What if I have Gum disease or Periodontitis?

- The dentist will discuss that you may require more extensive treatment than just a single visit cleaning
- Additional visits, and procedures would be recommended at additional costs. The dentist will make a decision whether you are suitable for the procedure or not at the time of consultation.

I just had an Examination done. Do I need to have x-rays?

- No
- You can opt not to have x-rays redone, but we would give you advice based only on visual examinations with the human eye and not x-rays.

Would my teeth be Whiter?

- Not with cleaning and polishing
- You may wish to consider Tooth Whitening

At what point can I get a full refund of my voucher?

- At any time up to 48 hours before your appointment time
- Late Cancellation (<48 hours notice): No refund and loss of Voucher entitlement
- Late Arrival (10mins late from Required Time of Arrival): No refund and loss of Voucher entitlement
- Attended Appointment and had part of procedure No refund