**NHS Mission Statement - Services we provide for our patients**

Here at Roby Road Dental Practice it is our aim to provide excellent health care to our patients, from a team of highly trained practitioners, in order to keep you dentally fit and healthy.

We offer a mixture of NHS and private treatment, widening the range of choices for our patients. The remit of the NHS is to provide patients with any and all treatment that is deemed to be **CLINICALLY NECESSARY** in order to keep you dentally fit with a functioning, pain free dentition. This applies to all patients even if you are exempt from charges. The NHS will not provide treatment for cosmetic reasons. The range of services offered to you on the NHS are;

* Routine dental examinations, scale and polish, xrays
* Amalgam (metal/silver) fillings on back teeth (molar teeth)
* Composite (white) fillings on front teeth
* Metal crowns on molar teeth
* Tooth coloured crowns on front teeth if deemed essential by a dentist
* Root Canal treatment
* Extraction of a tooth
* Acrylic denture to replace missing teeth

We understand that sometimes our patients would prefer a more cosmetic option. We offer a full range of treatment on a **PRIVATE BASIS**. A Private price list is available at the reception desk and your dentist will always explain treatment costs alongside a treatment plan before any dental work is carried out.

Unfortunately, the NHS do not consider the following to be necessary and therefore offer an alternative;

* Tooth coloured crowns on molar teeth. A metal crown will provide the strength and durability to keep your tooth functioning and is also much less destructive to your tooth.
* Bridges to replace missing teeth.
* Tooth coloured (composite) fillings in molar teeth. The NHS offer metal (amalgam) fillings in premolar and molar teeth
* **PREGNANT PATIENTS – we are advised not to place amalgam restorations while a patient is pregnant. In these cases, we will temporise the tooth and wait until after the birth to restore it fully.**

**You do still have the option to pay privately for a white filling which can be done while you are pregnant, should you wish it.**

**Please note that at Roby Road Dental Practice we treat all our patients holistically, treating each mouth individually. This means your treatment plan will be tailor made to meet your individual needs. Therefore, some treatments may be appropriate for you that are not appropriate for another patient and vice versa. If you have any queries regarding the treatment that has been proposed please speak to your dentist. You are also welcome to request a second opinion on treatment options given to you from another Dentist at the practice or from elsewhere.**

*What is the difference between an NHS Patient and a Private patient?*

At Roby Road Dental Practice, we do not see a ‘difference’ in NHS and private patients, **all procedures carried out by our dental professionals are done to the same high standard, regardless of the patient being private or NHS.** All materials that are used for NHS treatment are high quality and are designed to keep you dentally fit.

Private treatment is often considered by patients as it offers a wider range of materials that can be used or, due to the technology needed, may not be available on the NHS. For example if a patient needs a crown, the dentist will use the same procedure in preparing your tooth for the crown should it be NHS or Private treatment – however the NHS will only allow metal crowns (on back teeth) therefore if a patient prefers to have a tooth coloured crown, this will then change the treatment to a private option as different materials and lab technology will be needed in order to make the tooth coloured crown. The skill and effort that goes into NHS and private treatment remains the same.

Our practice cancellation policy and appointment waiting times do not change for Private Patients (however, private patients may be charged for missing dental appointments – to cover costs incurred to the practice in preparation for their treatment)

Practice policy on registered patient and emergency services - At Roby Road Dental Practice we will see all our registered patients who have severe dental pain, a large swelling or bleeding following tooth extraction on the day they contact the practice provided they contact between 9 and 10am. If a patient contact us after 10am and we do not have any emergency slots available we will see them within 24 hours of initial contact. (For severe bleeding we will triage and it may be necessary to see you sooner)

If a registered patient or a child has had a fall, they will be seen at the practice urgently, provided we are open.

A registered patient is classed as a patient who has been seen in our practice within the last 2 years and upkeeps with recommended recall periods for examinations. If a patient fails to attend 2 appointments in 12 months then they will no longer be classed as a registered patient. The dentist makes the final decision on whether a patient remains registered at Roby Road Dental Practice following breach of our policy.

Policy date: June 2019

This policy will be reviewed in June 2020

Signed by Sarah Bamber, Practice Owner