



Brunswick Dental Practice

13 Brunswick Road, Norwich, Norfolk, NR2 2HA Telephone (01603-624004)

NHS DENTISTRY- what you should know.

In April 2006 the government introduced a new system of standard charges for NHS dental treatment. These charges were revised from 1st April 2012. This practice aims to provide a high standard of care and service for all our patients and our team will be happy to answer any questions you might have.

Appointments

You can express a preference about which dentist you would like to see when booking an appointment. Patients may request to see a particular dentist when booking an appointment and this will be arranged wherever possible at a convenient time.

If you ask us for an appointment we will endeavour to offer an appointment as soon as possible. Details of our normal opening times are provided in our patient information leaflet.

Emergencies

If you require urgent dental treatment during practice hours, please telephone the practice at your earliest convenience and we will make every effort to see you on the same day. Please note urgent treatment is treatment your dentist considers necessary to relieve severe pain or to prevent your oral health deteriorating before you can make a regular appointment.

For dental advice or care when the practice is closed please contact NHS out of hours emergency service by telephoning; 01603 269899

NHS patient charges

NHS dental care remains free to children under 18 or under 19 in full- time education, as well as pregnant women, new mothers and people on certain state benefits, (you may be asked for proof of exemption).

For patients who have to pay charges, there are three standard charge bands for all clinically necessary dental treatments on the NHS. The total amount you pay will depend on the type of treatment you need.

Your dentist will explain the treatment options and what can be provided on the NHS or privately. You will be given a written treatment plan and an estimate of what that treatment might cost. The team is happy to answer any queries you might have regarding these charges.

Patient charges for NHS dental treatment

Band 1

Diagnosis, treatment planning and maintenance.

Example: Clinical examination, x-rays, scaling and polishing, preventative work such as oral hygiene instruction.

Patient charge: £17.50

Band 2

Simple treatment

Example: fillings, root treatments, extractions and minor surgical procedures on teeth and/ or gums.

Patient charge: £48.00

(Includes initial exam, diagnosis and preventative advice).

Band 3

Provision of appliances.

Example: Complex treatments such as crowns, bridges or dentures which include a laboratory element.

(Includes initial examination and diagnosis, and any treatments that would otherwise be covered by the band 2 £48.00 charge).

Patient charge £209.00

Emergency treatment

Immediate treatment to relieve severe dental pain or prevent oral deterioration, where the patient is not already undergoing a course of treatment.

Example: Examination, x-rays, dressings, recementation of crowns, up to 2 extractions and 1 permanent filling

Patient charge: £17.50

Payment for dental services

Payment is due on the day of treatment for most procedures. For details regarding our payment options please refer to the practice information leaflet.

Reminders for recalls

At the end of your course of treatment, your dentist will discuss and agree when you next need to visit. NHS dentists follow guidelines issued by the National Institute of Clinical Excellence, (NICE), on how often patients need to see a dentist, according to individual oral health needs.

Cancellations and failing appointments

Failing to attend an appointment is taken very seriously. If you are unable to keep your appointment, please contact the practice as soon as possible so that we may offer the appointment to another patient. If you miss your appointment or give less than 24 hours notice we will be unable to offer that appointment to another patient and it may result in your removal from our NHS list.

Private care

NHS patients can choose to have part of their treatment privately. Private care allows more personal time with your dentist with a greater choice of materials and higher grades of laboratory materials resulting in more aesthetically pleasing results.

At your service

We are committed to constantly striving to improve the quality of the service we offer. We invite comments and feedback from our patients. We will try to answer any questions and address any concerns you may have. Please contact Alison Conroy, Practice Manager if you require any further information.

For more general information on NHS dentistry please contact the NHS Direct via their web address: www.nhsdirect.co.uk or telephone them on 08454647.

Primary Care Dental Services

Local NHS dental services are provided by:

Norfolk and Waveney PCT,

NHS Norfolk

Lakeside 400

St Andrews House

St Andrews Business Park

Northside

Norwich

NR7 0HT

Telephone: 01603 307000 or email: comms@norfolkpct.nhs.uk

