

NHS Dental Charges 2019

BAND 1 £22.70

Examination, diagnosis and preventative care. If necessary, this will include Xrays, scale and polish, planning further treatment.

BAND 2 £62.10

All necessary treatment covered by Band 1 PLUS additional treatment such as fillings, root canal treatment and extractions.

BAND 3 £269.30

All necessary treatment covered by Band 1 and Band 2 PLUS more complex procedures such as crowns, bridges or dentures.

BAND 4 £22.70

Urgent treatment is defined as unplanned treatment necessary to maintain oral health. This can not be charged during a planned course of treatment but theoretically can be applied the day after a course has been completed. This type of treatment does not carry a guarantee and is not necessarily a definitive final treatment option.

- ◆ NHS rules state that treatment should be completed within 2 months or the course of treatment will be closed. You will pay one charge even if you need to visit more than once to complete the treatment.
- ◆ If you fail to attend an appointment on more than one occasion your course of treatment will be closed.
- ◆ If a new course of treatment is opened, band charges apply again. Please note payments cannot be carried forward.
- ◆ If you are exempt from NHS charges you will receive free treatment and care.

A full description of NHS charges and rules and regulations can be found at www.nhs.uk

Our Commitment To You

Our aim is for patients to be pleased with their experience and service and we take complaints very seriously in this practice.

We hope you will be happy with the services we provide and have patient care survey forms available for you to complete.

However, should you have any complaints please request an appointment with the relevant dentist in the first instance to discuss the matter. A copy of our Practice Complaints Procedure is available on request at Reception.

Please address all complaints to the particular dentist and we will acknowledge your complaint within 3 working days. We will investigate the issues raised and reply to you normally within ten working days. If you are an NHS patient dissatisfied with the result of our investigation, please contact the address below:

NHS England, PO Box 16738, Redditch B97 9PT
0300 311 22 33

Private Patients Dental Complaints Service
0208 253 0800

Company Name: Melita Dental Practice Ltd.
Company No. 08277874

18 Ilfracombe Gardens, Whitley Bay NE26 3SL

Tel: 0191 2521155

Email: ilfracombedentalpractice@gmail.com

Web: www.ilfracombedentalpractice.co.uk

Opening Hours

Monday to Thursday 8.30am - 5.30pm

Friday 8.30am - 4.00pm

Closed for lunch every day 12.30pm - 1.30pm

Partners

Mr David Hickleton & Mr Evan MacDougall

Ilfracombe Dental Practice



"We smile when you smile"

About Our Surgery

Our premises are accessible to wheelchairs. There is parking in the surrounding residential streets and we are located near a main bus interchange and short walk from Monkseaton Metro station.

If you wish to make, change or cancel an appointment, please telephone Reception on the numbers provided.

Daily emergency appointments are available on request by calling from 8.30am. We will endeavour to offer an emergency appointment on the same day as your call to deal with the immediate problem.

Ilfracombe Dental Practice is a longstanding family dental practice committed to delivering high quality, affordable dental and cosmetic care to you and your family. We offer the following services:

- ◆ Independent, NHS and Private Dental Treatment
- ◆ Dental Hygienist
- ◆ Tooth Whitening
- ◆ Invisalign
- ◆ Preventive treatment
- ◆ Facial aesthetics

For NHS **out of hours** emergency advice please contact **111** or **www.nhs.uk**

For Denplan patient out of hours emergencies call:

In the UK: 0800 844 999

Abroad call: 0044 1962844999



If you are interested in joining our Denplan comprehensive oral healthcare plan please ask Reception for more information.

About Our Dentists

We have three full time and two part time Dentists along with a Dental Hygienist.

Principal Dentists

Mr Evan MacDougall BDS Full time

Dr David Hickleton BDS Full time

Associate Dentists

Mr Gary O'Neill BDS Full time

Miss Celine Reynolds BDS Part time

Mrs Patricia Henzell BDS Part time

Foundation Dentist

Miss Jessica Hutton BDS Full time

Dental Hygienist

Mrs Karen Mandle Part time



No need for a dentist referral, book in directly with her in preparation for that special day. Hygiene packs also available.

We do our best to ensure your dental care meets your individual needs and will explain and discuss the treatment options with you. We understand that everyone is different and everyone's needs are important to them. With this in mind, we offer a complete range of Independent, Private and NHS services to optimise the choice of care you wish to receive.

Your Commitment To Us

Please treat our staff with the respect you expect from us. Harassment of our dental team will not be tolerated. Action may be taken by the practice owners against patients who harass the dental team. You may be refused further care from the practice. Harassment includes violence or abuse, including using offensive language.

If you are unable to make your appointment please try to give at least 24 hours notice. If you fail to attend on more than one occasion you may be refused further care under the NHS.

All information about our patients is treated with the strictest confidence. If you would like a copy of our practice Confidentiality Policy/Data Protection/ Privacy Policy GDPR please contact Reception.



General
Dental
Council

protecting patients,
regulating the dental team

BDA
British Dental Association

