

Welcome and thank you for trusting us with your dental care

Your Dentist is an independent family run dental practice with a friendly team of professionals who provide General and Cosmetic dental care to people of all ages in modern comfortable and calm surroundings. With a special interest in restorative dentistry and treating nervous patients we provide the very best in modern dentistry. We will listen to your concerns and together we will make a realistic plan for your dental care and eventually help you achieve the healthy smile of your dreams.

We believe the essential part of achieving high quality comfortable dental care starts with a good relationship with your dental team. We aim to be transparent with our services and hope that you will find the following information useful. Please keep this welcome pack for your records.

On our website www.yourdentistbristol.co.uk you find more information about us, our opening hours, description of the treatments we offer and much more.

Booking appointments:

During our office opening hours you can book appointments with our friendly reception team on **01179544666**. Alternatively you can make appointment requests online on our website or by email: smile@yourdentist.co

Please note when booking online:

- Only after receiving booking confirmation from us is your appointment guaranteed.
- Only after receiving cancellation confirmation from us is your appointment cancelled.
- Not suitable for emergency same day appointment enquiries.

Routine appointments:

We encourage preventative dental care and we recommend regular routine dental examinations and hygienist sessions. This gives our team the opportunity to monitor and treat problem areas and/or to prevent any new problems to arise.

The hygienist plays an essential role in your dental care. The fact is that more teeth are lost due to gum disease than decay. The hygienist is mainly concerned with preventive care and treating gum disease but also showing you correct home care and helping you keep your teeth and gums healthy for life.

Emergency appointments:

We plan our daily bookings to allow short notice emergency consultations during our opening hours, also for non registered patients.

Please be aware that emergency appointments have a fixed fee and do not include a full examination or treatment.

If you contact us before 11 am there is a good chance that we can see you the same day. Only if time allows will any treatment be possible but we will endeavor to help you if you are in pain.

In the unfortunate event that you have a dental emergency outside our opening hours then please call our main number **01179544666** where you will find information about our emergency contact. Please note that out of hours emergency appointments are charged an additional call out fee.

Our cancellation policy:

We know that life is fast paced these days and things can happen but being an independent small business we must manage our bookings accordingly. If you are unable to attend your appointment we ask that you give us minimum 24 hour cancellation notice to avoid being charged a late cancellation fee.

Our payment policy:

We appreciate that people are different and we leave it up to you to choose the level of care and services that best suits you.

We have excellent affordable monthly membership plans available to help you spread the cost of your essential dental care needs and give you peace of mind. The membership plan gives you a range of benefits including a significant discount on your treatments and worldwide dental emergency insurance.

Alternatively you can choose the “pay as you go” option.

A payment deposit is required for all new patients and for all treatment appointments lasting 30 minutes or longer. This is because we will have reserved that appointment for yourself, which means overheads, the nursing, reception and dentist or hygienist will all be reserved for your visit. Deposits are fully refundable when appointments are cancelled in accordance with our cancellation policy.

If you require any treatment, we will discuss all options with you and provide you with a written treatment plan with an estimate of the cost involved. This allows you to make an informed choice as to how you wish to proceed. The treatment plan is valid for 60 days, giving you the flexibility within that time to plan and book appointments as it suits you. After the 60 day period a new assessment is required before any treatment can take place.

All appointment fees must be paid in full on the day.

Security and Health & Safety:

Our team takes cross infection control management very seriously and we continuously review and update our policies and procedures. The practice is fitted with all modern up to date technology and equipment but also a state of the art sterilisation room.

We want our patients to feel safe and to be well informed about their dental treatments. All our patients are asked to give their consent before any treatment can begin. We will ensure that you will have the opportunity to ask any questions in regards to your treatment before you give your consent.

We regularly use email and text messages for appointment confirmations and reminders. Due to the nature of electronic communication please be aware that despite our best effort third parties may have access to messages and emails. Please inform us if you have a preferred contact method and please ensure that we have your up to date contact details. We will require your consent before we electronically send any part of your confidential medical notes (incl. x-rays).

For security purpose our premises are being CCTV monitored at all times.

Your feedback:

We aim to give you excellent customer care every time you contact or visit us. Constructive feedback from you gives us a unique opportunity to learn how well we are doing and what we can do better.

We encourage and welcome comments and online reviews but we kindly ask you to be fair to us and give us a chance to respond if you are not satisfied with our services.

Our aim is to react to complaints in the way we would want our own complaints about a service to be handled. We learn from patients concerns and endeavor to handle them in a caring and sensitive manner.

A copy of our complaint policy is on display in our reception area and on our website.

Our patients have recommended us to their family, friends and colleagues we hope you will do the same.

We care that you smile.