



## Payment Policy

All patients attending a dental examination (check-up) will be given a written treatment plan that details further treatment needed (if applicable). Patients may consider the treatment options and fees before booking their next appointment. If, during a course of treatment, it becomes apparent that further unplanned treatment is needed, full details and costs will be discussed with the patient. No treatment will be carried out without a patient's informed consent.

Receipts can be provided for all treatments and a statement of payments to date can be provided on request.

### Private Charges

New patient appointment, emergency appointment, direct access hygiene appointment, all cosmetic consultation fees must be paid in full at the time of booking and a £15 deposit is payable for hygienist treatments. For treatment appointments, a deposit will be payable at the time of booking. This will be calculated at the rate of £1/min based on the appointment length. Where lab work is required, you may be asked to pay 50% of the full treatment cost upfront. As per our cancellation policy, deposits and pre-payments are only refundable/transferable if at least 24 hours' notice is given when an appointment is cancelled or rescheduled.

### NHS Charges

Patient charges for NHS dental treatment are currently:

- £27.40 for a band 1 course of treatment
- £75.30 for a band 2 course of treatment
- £326.70 for a band 3 course of treatment
- £9.90 for an NHS prescription

For each new course of treatment, the initial band 1 fee should be paid after the first appointment. When further treatment is needed, the full treatment cost should be paid in full at the time of booking the next follow-up appointment. For example, if having an examination (band 1) and returning for a filling (band 2), £27.40 would be paid after the initial appointment and the balance (£47.90) would be paid at the time of booking the return appointment(s).

We reserve the right to provide no further treatment until outstanding accounts are settled.

If you are exempt from NHS dental charges, please tell our reception team or indicate on NHS PR form. Proof of exemption must be seen. Patients are responsible for providing accurate exemption information. Providing incorrect or untruthful details about an exemption may result in a fine and full payment of treatment costs. 'Help with health costs' information is available online.

### Missed appointments

Please notify the practice as soon as you are aware that you cannot attend your appointment. Appointments cancelled with less than 24 hours' notice can result in wasted surgery time and can prevent other patients from accessing our services. Any deposit/pre-payment amounts will be non-refundable and non-transferable when less than 24 hours' notice is given.

If a patient fails to attend an appointment or repeatedly cancels appointments at short notice, we reserve the right to withhold further treatment under the practice NHS contract and will allow another patient to fill our finite number of NHS spaces.

Private patients who fail to attend their appointment may be charged at a rate of £60 per hour, to cover our lost time and meet practice overheads.

### Payment method

We accept either cash or all major credit and debit cards (except American Express).

Implemented: 06/06/2012

Updated: 09/04/2025

Next review due: 30/04/2026