

Sussex & Hampshire Denture Clinic

Terms and Conditions

The important stuff you need to know

Your initial consultation will be free. During this consultation we will talk through your requirements, the length of time the treatment will take and the various cost options available to you as well as any risks. We will make professional recommendations on treatment based on what we think is best but the final decision will be yours. We will not push you to make a decision at any time.

If we refer you back to your dentist for treatment then you will pay him/her direct for any work done.

If you decide to go ahead we will take a deposit from you before we start treatment. This will be a minimum of 25% of any treatment plan you have agreed to go ahead with. We will confirm the agreed treatment plan in writing. We can take stage payments during your treatment but everything will need to be fully paid on your final fitting appointment.

Remember all treatments are personally designed for you and based on what you want to achieve. They are custom made for you and no one else and as such if you change your mind we can't refund or return any deposits.

If during your treatment there are any changes in your medical history including any changes to medication that you take you must tell us.

If you do decide to stop treatment at any time we will keep all the work we have already done for a year. If you decide you want to start again we can carry on where you left off. If your mouth has changed in any way in between times we might have to start again but if it is the case we will tell you why. Any agreement to stop work with the possibility of starting it again must be made in writing.

We are a busy clinic so if you need to cancel or change an appointment then please let us have at least 24 hours notice. We might have to charge you a fee if you don't do this.

If you need to have any adjustments these will be free of charge within 6 months of the treatment. After this we will charge a fee.

We take every effort to make your dentures to a very high standard. If we have made you new dentures we guarantee the manufacture for 18 months from when we made them. If they break we will fix or replace them for free unless you didn't follow our advice and guidance or treated them badly. We can't guarantee them at all if you had an accident or disease that might have affected their integrity or if they have been modified in any way. We can probably still fix them but there will be a charge.

Every year after your treatment we will invite you in for a free check up of your denture and how it is fitting, well fitting dentures last longer. If you need any treatment we will give you our professional advice but it will be up to you if you want to go ahead. Some of the suggested advice might incur charges which we will discuss with you.

Sussex & Hampshire Denture Clinic is a trading name of Bosham Dental Laboratory Ltd and has the required insurances and indemnities needed to see you and offer treatment. Please ask us if you want any information on these. We employ qualified GDC registered Clinical Dental Technicians who will see you and conduct all the treatment that we offer. You can find out more information about the GDC at www.gdc-uk.org

We will.....

- Do everything we can to put you at ease and feel relaxed. We know that this kind of treatments isn't always fun
- Always try to see you on time. If we ever run late it is usually because another patient needed just a little more time and because we want to get things right we will always give the time needed. Please bear with us
- Explain all proposed treatment options and procedures in advance and provide written estimates and explanations. If we need to change things we will explain why and let you decide
- Recommend what we think is best for you but always will leave the final decision for you to make when you are ready
- Always make sure you have access to advice and treatment in an emergency
- Treat you and your treatment in absolute confidence. We will only share your details if you have given us written permission
- Always do our very best for you
- Always be polite and courteous
- Always be smartly dressed and maintain excellent hygiene levels
- Provide the best service we can and will always try to improve

Can you please.....

- Arrive on time for your appointments
- Let us know at least 24 hours before an appointment if you need to change or cancel it
- Let us know of any medical history changes or changes in medications
- Be polite and courteous to all of the people you meet at the Clinic
- Pay your fees when we ask you. We can take cash, cheques, debit and credit cards
- Let us know if you are happy or unhappy with any part of your experience at any time
- We always appreciate your feedback good or bad because it makes us work to be the best
- Recommend us to anyone you think might benefit from what we do and how we do it

Code of Conduct

The General Dental Council have set and regulate standards for dental professionals which, of course, we abide by. In brief here they are:

- Put the patients interests first and protect them
- Respect patients dignity and the choices they make
- Keep all patient information confidential
- Work with member of the dental team and all other health care professionals to make sure the patient is put first
- Make sure that dental professionals have the skills and knowledge they need to do their jobs
- Be trustworthy and honest

Complaints

Of course we want everything to go well and for you to be happy but sometimes things just aren't right. If you need to make a complaint here is how you do it.

First of all speak to your Clinical Dental Technician, most issues can be quickly and easily resolved by having that first conversation.

If your treatment has already been completed and then you discover a problem you need to let us know within 6 months of when the incident that led to the problem occurred or within one year of discovery of the problem provided this is within one year of the incident.

Your CDT will listen carefully to what you have to say and will make a note of all the facts. He or she will write to you within 7 days to let you know that we have acknowledged your problem and will be investigating.

Within 20 working days we will contact you and either provide a full explanation and/or arrange a meeting to talk about your problem and how we are going to fix it. We will also tell you what we are going to do to make sure it doesn't happen again. If it is going to take a bit longer to fix your problem we will contact you with regular updates.

If you need to complain on behalf of someone else then you must get their permission to do so.

Hopefully we can sort out the problem internally but if you need to you can contact the Dental Complaints Service on 08456 120540. This is a service funded by the General Dental Council who set out the standards of conduct and regulate all dental professionals in the UK.

Data Protection

As a Sussex & Hampshire Denture Clinic patient we have to keep some records about you. We do however keep all records in accordance with the Data Protection Act 1998 which is a law which governs the process of holding personal information. The key principles are:

- We process all information fairly and lawfully
- We process only for one or more lawful purpose
- All information is accurate and up to date
- We don't keep information for longer than necessary
- We process all information in line with the rights of individuals
- All information is secure and protected against accidental loss, destruction or damage and against unauthorised or unlawful processing
- Information isn't transferred outside the European Economic Area that doesn't have adequate data protection

You can see our full Data Security, Data Protection and Confidentiality policies on request.