

# Eston Dental Practice

## Our Practice Policy

We are a long established practice offering the highest standard of dental care for the whole family in a comfortable friendly environment.

We take great pride in the quality of our dentistry and want to make your visit's a pleasant experience. Our aim is good dental health for you and your family through preventative dentistry. That means giving you regular dental advice and helping you understand how to care for your teeth yourself to reduce the need for dental treatment.

## Our Philosophy

Our practice has a philosophy which is three fold and practiced by the whole dental team.

- Our aim is to always provide you with care to the highest possible standard.
- Dentistry should be a comfortable experience.
- Being there for you and your family

Many people are often afraid or reluctant to attend a dental appointment as a result of a previous 'bad' experience at a dentist. Our team are experienced and skilled at putting patients at ease, allaying their fears and restoring their confidence. Our policy is so successful that our younger patients look forward to coming to the practice to have their teeth counted. Pleasant gentle dentistry is what we practice ensuring our patients are happy, relaxed and comfortable.

## Our range of services

We offer a full range of NHS services including free denture repairs, private treatment is also available and we will be pleased to explain the options and costs.

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Prevention is better than cure and we offer all aspects of preventive and restorative dentistry.

Gum disease is an important cause of loss of teeth in adults. Periodontology is the branch of dentistry concerned with diseases of the gums. Looking after the gums means the teeth remain in a healthy environment.

Crowns bridges, veneers, dentures and cosmetic fillings can improve the looks and comfort of your mouth.

Tooth Whitening - Our tooth whitening system will remove most stains with a gentle action that will oxidise (bleach) stains within your teeth, restoring them to a lighter colour.

## Children

We are very much a family practice and enjoy treating children whom we encourage to have regular check ups from an early age in order

- To help develop, with your assistance, the correct brushing and dietary habits, that will keep their teeth healthy for life.
- To give you, the parent, the opportunity to discuss with the dentist any worries you may have about your children's teeth.
- To monitor and treat, if necessary any tooth irregularities that can occur at any age during the development of your child.
- To deal with minor dental problems before they become serious, and advise about either preventative measures such as fissures sealants and fluoride treatment.

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## Cross Infection Control

We would reassure our patients that we have the most effective equipment and sterilisation techniques available to ensure there's no risk of cross infection.

## For The Less Able

We offer three fully equipped ground floor surgeries with easy access for wheel chairs.

## Care When You Need It The Most

Our practice has arranged an emergency service that ensures that if you are in pain during surgery hours every effort will be made to see you as soon as possible. Out of hours, if you experience pain or suffering an emergency which cannot be left until the next day, contact the practice and an answer phone message will put you in touch with a caring dentist. † You can also contact NHS Direct on 0845 4647 or for an Emergency Dentist contact 0845 6033131

## Choosing The Best Way To Pay

After your teeth have been examined and a treatment plan has been agreed, you will be given a written estimate of the cost of the work to be done.

Our procedure for NHS treatment is for you to pay the total costs at the commencement of treatment. Private patients payments will be arranged individually.

If you qualify for free treatment under the NHS, we will be able to discuss the details and give you advice.

Remember: If you are under 18 or under 19 and in full time education you qualify for free NHS dental care.

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If you are worried about the cost of dental treatment or find any point about charges difficult to understand, please let us know.

## Patient Satisfaction

We pride ourselves on our friendly and high standard of care. However, if you find that you are not satisfied with any aspect of your visit or dental treatment at our practice please ask our receptionist for a complaints information sheet so that we may resolve the problem to your satisfaction and prevent its recurrence in the future.

## Everything You Need From A Practice

- Gentle care tailored to your personal requirements
- Providing advice and explaining the available options is an essential part of your care
- Ground floor surgeries and disabled access (including dedicated disabled parking bays)
- Using the latest techniques and modern materials we are able to make your treatment more effective

## If You Are Happy With Our Services

We are always happy to welcome new patients especially those recommended by our regular patients. If you have any other family or friends that would like to attend the practice let us know or alternatively ask for a leaflet for them.

As a member of one of our practices you and your family will experience many benefits.

- Emergency care and treatment within 24 hours
- Regular care enables us to maintain your oral health at less cost