



ATTLEBOROUGH  
DENTAL SURGERY



## ATTLEBOROUGH DENTAL PLAN AND PATIENT INFORMATION

We are a small, friendly and hardworking team who are committed to looking after your oral health and we aim to help you feel comfortable and relaxed during your visits to us. Our Membership Plans enable you and your family to budget for regular care and can help us to maintain your oral health and prevent dental disease.

**Peter Moyo**  
Principal Dentist

 Privilage plan



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### **Thank you for choosing Attleborough Dental Surgery as your dental practice.**

We are pleased to accept new patients on a private basis and offer a full range of treatments to improve and maintain your smile. The private fee list is available at reception or at our website [www.attdental.co.uk](http://www.attdental.co.uk).

NHS patients already registered with us can have a range of NHS and Private treatment if they wish. (treatment offered available on request).

If you would like to make an appointment, please telephone the practice on 02476 343928. Should you need urgent dental treatment please telephone as close to 9am as possible.

#### **Other information**

- All patients existing and new are welcome to book in directly to see our Hygienist for a scale and polish without the need for a referral from the Dentist. Please note there is a private fee for this appointment
- We are happy to accommodate those with a disability. Please tell us if this applies to you when you make your appointment. As we have stairs, if you need wheelchair access we can arrange treatment at another local practice
- We require at least 24 hours of notice of cancellation of appointments or a charge may be payable, as the time could have been used to help others
- Should you fail to attend an appointment a fee may be payable to cover our costs
- Treatment is payable either in advance or at the time of the treatment. You may pay by cash, cheque, debit or credit card
- We aim to make your experience at the practice as pleasurable as possible and we always welcome feedback especially when we don't get things quite right. Please contact one of our team who will welcome the opportunity to resolve any complaint you may have and talk you through our procedure.

## Healthy Mouth... Healthy Smile...

## It couldn't be easier to join one of our Membership Plans and enjoy member benefits:

- Oral health assessed at regular intervals
- Affordable Direct Debit payments spread the cost of your care
- Complimentary digital x rays when clinically required
- OPG (large) x ray when clinically required
- Members pay 10% less for general dental treatment\*
- Members pay 5% less for complex or cosmetic treatment\*
- Saturday and evening appointments available to members

Name of Plan	Exams per year	Hygiene appts per year	X-Rays per year	Pay 10% less or general dental treatment*	Pay 5% less for complex or cosmetic treatment*	Monthly cost by Direct Debit
<b>Classic</b>	2	2	✓	✓	✓	£13.33
<b>Pearl</b>	2	3	✓	✓	✓	£17.08
<b>Premium</b>	2	4	v	✓	✓	£20.83
<b>Hygiene Plan 1</b>	0	3	N/A	✓	✓	£ 8.75
<b>Hygiene Plan 2</b>	0	4	N/A	✓	✓	£11.66

\* some referred or specialist treatments may not qualify for reductions

## Please see below a table illustrating an example of the savings members enjoy on the Classic Plan:

Description	Member benefits	Private patients fee
Examinations	2 Annual	£80.00
Hygiene appointments	2 Annual	£70.00
Small X rays	2	£20.00
OPG X rays	1	£36.00
10% reduction in general dental treatment	✓	No reductions
5% reduction in complex or cosmetic treatment	✓	No reductions
<b>Total cost</b>	<b>£159.96 by monthly Direct Debit</b>	<b>£200.00</b>

**In this example members save £46.00 on their regular care and much more when treatment is required.**

## How do I join Attleborough Dental Surgery Plan?

You simply need to see your dentist or call the practice and then complete the application and Direct Debit form.

## How much does it cost?

There is a once only £10 administration joining fee that will be added to your first monthly payment, after that there are no extra payments, just the agreed monthly amount that covers all your benefits.

## Is my personal information safe when I join?

You can be sure both the practice team and the administrators Privilege Plan Ltd take your privacy and the security of your personal information very seriously. When you complete the application and Direct Debit Instruction you accept that we will retain your personal information to enable us to process Direct Debits for the payment of your dental plan and so that we may write to you on behalf of your dental practice when they ask us to do so. Your personal details will not be passed to any third parties under any circumstances.

## To keep you fully informed of our policies please note the following:

- There is a once only £10 administration joining fee which will be taken at your first monthly collection
- Your monthly payments will be taken on or around the 10th of each month by our administrators **Privilege Plan Ltd**
- Privilege Plan will appear on your bank statement
- We are not able to alter the date of the Direct Debit payment
- You will not be asked to sign a contract and you may leave the plan at any time by contacting your bank or building society or directly with **Privilege Plan Ltd** on **01536 771219**.
- If your Direct Debit payments fail three times consecutively we may cancel your membership
- Patients are responsible for making and attending their appointments
- Appointments are subject to availability
- Entitlements not used in any given period may not be carried forward or refunded unless agreed in advance with the practice manager
- Your membership is continuous and does not require renewing each year
- In the unlikely event of you cancelling your plan you may be required to if it has not been covered by your plan payments and we reserve the right to recover discounts applied to private dental treatment carried out in the preceding six months.



For details of practice opening hours please visit our web site. Saturday and evening appointments are available by prior arrangement for members of the practice plan. For assistance and advice out of hours please call 024 7634 3928 or contact NHS Direct on 111 or at [www.nhs.uk/nhs-direct](http://www.nhs.uk/nhs-direct)

3 Wembrook House  
The Green  
Attleborough  
Nuneaton CV11 4FJ

**02476 343928**

[www.attdental.co.uk](http://www.attdental.co.uk)



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