



HETTON DENTAL PRACTICE

84 Station Road  
Hetton le Hole  
Tyne and Wear  
DH5 9JB

## INFORMATION FOR PATIENTS ATTENDING FOR NHS ACCESS SLOT APPOINTMENTS

### PLEASE READ THE FOLLOWING INFORMATION CAREFULLY PRIOR TO ATTENDING YOUR APPOINTMENT

The appointment you have been offered is to address a dental problem you are currently experiencing. At present, we are not able to take on patients for ongoing routine NHS dental care.

### WHAT TO EXPECT AT YOUR APPOINTMENT

- When you arrive at the Practice the Receptionist will ask you if you pay for NHS dental treatment. If you are in receipt of a benefit which entitles you to an exemption from NHS dental charges, you will be asked to indicate this on a form which you are then required to sign. It is helpful if you bring evidence of any exemptions to your appointments. The NHS Business Services Authority now check every exemption claim and are issuing a fine of £100 if you claim an exemption that you are not entitled to, in addition to the cost of the treatment.
- The cost of an NHS urgent appointment is £25.80; you will be required to pay this when you arrive for your appointment unless you are exempt from charges. You may pay for your dental care by cash or debit/credit card. Please note that we do not accept cheques or American Express.
- You will be asked to complete a medical information form. Your Dentist will discuss this with you in the surgery. If you take any medications (tablets, creams, inhalers, eye drops etc.), it is helpful if you bring a list or a copy of your prescription. If you are unable to provide a full medical history then we will be unable to provide treatment. Please **arrive at least 5 minutes before your appointment time** in order to sign in and complete a medical history.
- Please be advised that you may not be seen at your exact appointment time, please be patient and we will endeavour to see you as promptly as possible.

### ACCESSING THE PRACTICE

- The Practice is easily accessible by public transport, car or foot. The Social Club car park opposite the practice is free to use for all of our patients. Please take advantage of this. Parking is also available on unrestricted side streets around the practice. Please avoid parking directly outside the practice as the road is very busy and parked cars can obstruct passing traffic.
- You may be seen in an upstairs surgery. If you are not able to manage the stairs please inform one of our reception staff as soon as possible.
- Please be advised that our dental chairs have a maximum safe weight limit of 21 stones (133kg). If your weight exceeds this, unfortunately we cannot safely treat you at the practice.

### FEEDBACK

- We hope you feel you have received a good service from the practice. If you have any queries please contact our reception team on 0191 5262589.
- If you would like to leave us feedback we encourage you to do so via the NHS friends and family test; there is a QR code in the practice to enable you to do this on your phone, or alternatively ask one of the reception team for a feedback form.