

Diamond Court Dental Practice



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Patient Newsletter

Autumn 2009

Practice Membership Plan

Many patients will be aware that a new NHS contract came into force in 2006 which has significantly changed the way in which NHS dental treatment is delivered. One of the main problems we have encountered with the new contract is the abolishment of patient registration. In busy times, this makes it extremely difficult for NHS patients with a dental emergency to be seen at the practice. Although we make every effort to see emergency patients, if the practice is at full capacity on a particular day then NHS patients with emergencies will be directed to the emergency dental service in Chesterfield. In some instances, the cost of NHS treatment can be more than the cost of the equivalent private treatment.

In order to address these problems, we have recently set-up a Membership Plan which is designed to reduce the cost of private treatment for both NHS and existing "Pay as you go" private patients. Membership costs just **£3.95 per month** and members receive a **20% discount** on the cost of all routine private treatment (excluding orthodontics, tooth whitening and implants). Members also receive membership to Denplan's insurance package which includes the following benefits -

- **Dental injury cover (up to £10,000 episode)**
- **Worldwide emergency dental treatment**
- **Mouth cancer treatment costs (up to £12,000)**
- **On-site emergency on-call service at weekends and bank holidays**

In addition to these specific benefits that are included with the Membership Plan, all private patients are registered at our practice. This means any dental emergencies are dealt with at the practice and we guarantee to provide an appointment within 24 hours. Private dental treatment is always done with the best materials and latest techniques and, with the discounts available, the Membership Plan will enable more patients to benefit from **mercury-free dentistry** and **cosmetic white fillings** which are unavailable on the NHS.

Our Denplan Essentials and Care packages, which offer a more comprehensive level of cover, continue to be extremely popular with patients and will remain available as before.

If you would like any additional information on our Membership Plan or any of our Denplan packages then please feel free to ask any member of staff.

SPECIAL OFFER - TOOTH WHITENING

Tooth whitening is a very safe and effective way of improving the appearance of your smile without causing any damage to your teeth.

For a limited period of time*, existing and new Denplan and Membership Plan patients who purchase our home tooth whitening treatment will receive a **25% discount PLUS a free electric toothbrush of their choice (e.g. Sonicare - normal RRP £195.99).**

*Offer available until 31st December 2009

STAFF NEWS

Pamela Robinson is the latest addition to our team of dental nurses and is currently studying for an NVQ in Dental Nursing.

MISSED APPOINTMENTS

Wherever possible we try to contact patients to remind them of their dental appointments.

However, we would like to remind everyone that it is a patient's own responsibility to remember their appointment time and date since when the practice is busy it isn't always possible to contact everyone.

Missed appointments cost the practice a significant amount of wasted appointment time that could be used to treat other patients. **Private patients, including Denplan patients, will therefore be subjected to a charge for missed appointments.** NHS patients who miss their appointments will lose their entitlement to NHS treatment.