



ock street clinic

Terms & Conditions

Thank you for choosing Ock Street Clinic. We are committed to providing you with excellent clinical care. All we ask in return is that you attend any appointments you have booked, act on the advice we give you and report any new symptoms to us promptly. If you have any questions about our terms and conditions please contact a member of the Ock Street Clinic team who will be happy to help you.

Our Promise of Service: We will listen carefully to your concerns and perform diagnostic tests in order to compose a full range of appropriate treatment options for you.

Treatment Estimates & Consent: We will present your treatment options to you in writing including the estimated fees involved. We will explain the risks and benefits so you can make an informed choice about your treatment and we can gain your consent. If new information comes to light during treatment and your treatment options change we will explain this to you. Treatment estimates are valid for 90 days from examination.

Payment Methods: Adults are offered treatment on a 'pay as you go' private fee basis or through insurance schemes such as Denplan. For larger courses of treatment we also offer 0% finance (subject to status). We accept payment by credit and debit cards, cash or cheque. NHS funded care is available to children up to 16 and students under the age of 19. Treatment fees are due at the time of treatment. For some larger items of treatment you may be asked to make an advanced payment. We reserve the right to charge administration fees in the event of late payment or non-payment, but we will not do this without telling you in advance.

Emergency Care: We aim to see dental patients with emergencies on the same day if you contact us before 12 noon, however we can't guarantee you will see your usual dentist. If you have a dental emergency outside normal practice hours, please telephone our helpline on 01235 533777 for instructions.

Cancellation of Appointments: We request 24hrs notice for all cancellations. Short notice cancellations or failed appointments may incur a fee.

Confidentiality: We take patient confidentiality very seriously and all patient information is treated in the strictest confidence in accordance with our practice policy, a copy of which is available on request.

Data Protection: We will only use your personal information to communicate with you about your care, with other medical professionals in your interests and with your consent, or to tell you about our services. We will not disclose any of your personal information to third parties not engaged in your care.

Dental Sundries: We stock dental hygiene products, including adult and children's toothbrushes, dental floss, interdental brushes and mouthwashes.

Patients with Special Requirements: We have facilities suitable for wheelchairs. We can arrange translation services or help for the deaf or hard of hearing. If you have any special requirements please ask our team for assistance.

Comments About Our Service: We hope that you are pleased with the service and treatment that you receive; if not, please let us know how we can remedy the matter and improve our service. Our complaints procedure is available from any member of our team.

Procedures & Policies: If you would like any further information regarding any of our policies please contact our team, we will be pleased to help.

protect · restore · rejuvenate

Call us on 01235 533777