



Welcome

Dear Patient,

Welcome to **Cuckfield Dental Practice** and thank you for choosing our practice.

We are delighted to include in this document some general information about our practice and your new **patient appointment details**. Also included are details of our own optional **Practice Plan** payment scheme and our private list of charges.

We would be grateful if you could complete the enclosed **Medical Questionnaire** and **New Patient Questionnaire** and bring these along to your first appointment.

If you are unable to attend your appointment for any reason, please inform us as soon as possible. Should it be necessary for you to cancel your appointment with less than 24 hours' notice, or if you miss an appointment, please be aware that you will be charged.

If you require any further information, please do not hesitate to contact us.

We look forward to welcoming you to the practice.

Yours sincerely,

Kerry Davies
Practice Manager

Important Information for Patients

Welcome to Cuckfield Dental Practice. We provide high-quality treatment in a modern and caring environment. We aim to treat our patients as individuals and will always have time to listen to questions with kindness and courtesy.

We would appreciate your assistance in helping us run the practice as efficiently as possible by following the guidelines below:

Confidentiality

Patient confidentiality is important to us and all information about our patients is treated with the strictest confidence in accordance with our practice policy.

Appointments

If you need to cancel or reschedule your appointment, please allow 24 hours' notice as appointments are always in demand. Should the practice telephone line be busy, or if you call out of hours, we have a 24 hour answer phone on which you can leave a message. All out of hours voice messages are logged.

If you fail to attend an appointment or fail to cancel an appointment with less than 24 hours' notice, and we are unable to fill the wasted surgery time, you will be charged.

We endeavour to see our patients on time, however there are occasions when a dentist may be treating an emergency case prior to your appointment which may in turn delay your appointment. We would appreciate your understanding and we will keep you informed should this occur.

On occasions it may be necessary for us to cancel and reschedule your appointments. We would appreciate your understanding if this occurs and would assure you that appointments are only cancelled for exceptional reasons.

Emergency Appointments – Within Practice Hours

If you have an emergency during practice hours, please contact us and we will endeavour to see you as soon as possible. Your usual dentist may not be available, but we will arrange for you to be seen by one of their colleagues at the practice.

Emergency Appointment – Outside Practice Hours

Should you require an emergency appointment outside surgery hours, please telephone the practice where you will hear a message detailing the specific arrangements for that day.

Appointment Reminders

We can send you reminders for all your appointments by automated email, text message or a British Telecom message to your home telephone. Please do not rely on the practice sending reminder emails, texts, etc., this is a courtesy service and attending an appointment on time is each patient's responsibility.

Please advise us of any changes to your contact details (address, telephone numbers, email address) to help us keep our records up to date and ensure we are able to contact you.

Payment

It is our practice policy to give patients as much information as possible about the costs of their planned dental care before any treatment is undertaken, although this information could change as treatment progresses. We would be grateful if you could read and sign the treatment estimate given to you at reception, confirming your consent for treatment and the charges involved. You will be required to pay for your examination or treatment at each appointment.

You may pay for your dental care by cheque, cash or debit/credit card. Private patients may also choose to join one of our private dental care schemes, either Practice Plan or Denplan. Please ask your dentist or the reception team for more information.

Parking

We are able to provide a complimentary parking disc to use in the village car park (Broad Street). Please contact the practice in order for this to be arranged for you.

Data Protection Code of Practice – Information for Patients 2016

Keeping Your Records

This practice complies with the 1998 Data Protection Act and this policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

What Personal Data do we hold?

In order to provide you with a high standard of dental care and attention, we need to hold personal information about you. This personal data comprises:

- your past and current medical and dental condition; personal details such as your age, national insurance number/NHS number,
- radiographs, clinical photographs and study models
- information about the treatment that we have provided or propose to provide and its costs
- notes of conversations/incidents that might occur for which a record needs to be kept
- records of consent to treatment
- any correspondence relating to you with other health care professionals, for example in the hospital or community services.

Why do we hold information about you?

We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care. We also need to process personal data about you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

How we process the Data

We will process personal data that we hold about you in the following way:

1. Retaining information

We will retain your dental records while you are a practice patient and after you cease to be a patient, for at least eleven years or for children until age 25, whichever is the longer.

2. Security of information

Personal data about you is held in the practice's computer system and/or in a manual filing system. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

Disclosure of information

In order to provide proper and safe dental care, we may need to disclose personal information about you to:

- your general medical practitioner
- the hospital or community dental services
- other health professionals caring for you
- NHS payment authorities
- the inland revenue
- the Benefits Agency, where you are claiming exemption or remission from NHS charges
- private dental schemes of which you are a member

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/organisations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only that information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Where possible you will be informed of these requests for disclosure.

Access

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing and the payment of a fee for access of up to £10 (for records held on computer) or £50 (for those held manually or for computer-held records with non-computer radiographs). We will provide a copy of the record within 40 days of receipt of the request and fee (where payable) and an explanation of your record should you require it.

If you do not agree

If you do not wish personal data that we hold about you to be disclosed or used in the way that we have described in this Code of Practice, please discuss the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

Please do not hesitate to bring any comments or concerns to the attention of Practice Manager Kerry Davies.