

## Welcome

Whether you are a new or an existing patient, we would like to thank you for choosing our practice. At Wessington Way Dental Practice Ltd we provide high-quality treatment in a friendly environment. We are committed to continuing dental education and strive to keep at the forefront of change with modern techniques. We encourage preventive techniques – helping you to understand how to maintain the health of your mouth and keep it free from tooth decay and gum disease.

We are delighted to offer the Wessington Way Membership Scheme, which enables us to provide you with the treatment and support necessary to control dental disease and restore your mouth to full fitness. Our modern health-promoting approach with continuing care means you will have more choice and will help you keep your own teeth for life.

## Your Choice For Dental Care With Us

As individuals we are having to make more and more provision for our own health needs. At Wessington Way Dental Practice Ltd, we believe that the best way of making treatment affordable, without compromising our high quality of care, is to offer you membership within our dental scheme which will include the following benefits:

- A convenient payment scheme for routine treatment
- Greater choice of treatment and materials
- More time to help prevent decay and gum disease
- A fair and equitable system where everybody pays the same
- Substantial discounts on additional treatments
- Worldwide Trauma and Emergency Callout Insurance
- Redundancy Protection.



**Winner of the International Picker Award for Excellence in Patient Centered Care**

## Wessington Way Membership Scheme £11.50 per month

- Regular dental appointments (two per year) to provide:
  - Clinical examination -12 point dental health check
  - Checking for signs of oral cancer.
- Regular hygiene appointments (two per year) to provide:
  - Scale and polish - plaque removal
  - Periodontal care and advice to give you the skills to maintain oral health
  - Preventive techniques to reduce decay and gum disease.
- Digital x-rays where clinically necessary.
- Assessment of emergencies and dental pain with any temporary treatment required, carried out at the practice during normal surgery hours.
- All treatment planning for your future dental needs.
- Production of study models when required.
- All subsequent remedial work within 12 months of recommended restorative work.
- 20% off any laboratory-based treatments required, i.e. crowns, bridges and dentures.
- 20% off other dental work (fillings, extractions, root fillings, etc.).
- 20% off any additional hygiene work.
- Worldwide Trauma Insurance to protect against large unforeseen accidental damage.
- Emergency Callout Insurance, should you need a dentist in an emergency, anywhere in the world.
- Redundancy Protection for up to 12 months.

*Please note, discounts only apply to treatments carried out at the practice.*

## The Practice has been awarded:

- BDA Good Practice Award
- Investors in People Outstanding Practice Awards - Best New Business and Best Small Business
- Two Focus Awards from the British Dental Association and the Department of Health
- Probe Award for the Best Practice Environment in the United Kingdom
- Probe Award for Dentist of the Year
- The International Picker Award for Excellence in Patient Centred Care
- Probe Award - commended for team support.

## How Do I Register?

Please call in at the practice where an Agreement will be completed. This will require your signature and bank account details for the Direct Debit instruction. Direct Debits are collected from your account on the 8th of every month. Benefit from cover will commence from the 1st of the month (Effective month on the dentist/patient Agreement).

If you have any queries, please ask a member of staff.

## Emergency Dental Care

We will always endeavour to see our registered patients who have toothache within 24 hours.

## Missed and Cancelled Appointments

Where possible we would appreciate 24 hours' notice when cancelling your appointment so that we can offer the time to someone waiting for treatment. Appointments missed or cancelled at short notice may incur a charge.

## Worldwide Trauma and Emergency Callout Insurance

**Emergency Callout** – cover can be provided by any dentist worldwide who agrees to treat you. You simply pay the emergency callout charge to the dentist concerned and collect a receipted invoice. This will then be processed through the practice for reimbursement from the insurers and you will be refunded the callout fee, minus the excess, up to the policy limits. This cover is to provide immediate pain relief only; no additional or restorative treatment fees can be claimed. You should return to the practice in normal hours for any further treatment required.

**Dental Trauma** – cover is provided should you be unfortunate enough to suffer a dental trauma, for example, as a result of a road traffic accident or an accident at home or at work. The insurers will settle the claim up to the policy limits and you will need to pay any relevant excess.

**Hospitalisation** – benefit is provided should you have to stay in hospital as a result of dental trauma.

**Permanent Facial Disfigurement** – benefit is provided should you be scarred on the neck or face as a result of the accident.

**Oral Cancer** – a payment will be paid upon diagnosis of oral cancer.

**Redundancy Protection** (not included in the Registration and Insurance Scheme) – Plan premiums paid for up to one year.

*A leaflet giving details of the insurance cover, limits, excesses and exclusions is available at the practice.*

### Statement of Price

*A total premium of £0.51 per month and for the initial period, as defined in the Certificate of Insurance (£0.49 plus Insurance Premium Tax of £0.02) for Dental Plan patients or a total premium of £9.25 per annum (£8.81 plus Insurance Premium Tax of £0.44) for Registration and Insurance Scheme patients is payable for the Worldwide Dental Trauma and Emergency Callout Insurance. There may be other taxes that will not be payable through us. Patients wishing to join a Dental Plan or a Registration and Insurance Scheme are required to take out Worldwide Dental Trauma and Emergency Callout Insurance. Premiums can be changed by providing you with 30 days' notice.*

*Practice staff are permitted to provide you with information about the insurance that is included in your plan on behalf of Practice Plan Limited, the Plan Administrator. However, practice staff are not permitted to give advice about the insurance, e.g. to compare this insurance with other dental insurance in the market. If you have any questions about this insurance then please call Practice Plan Limited on 01691 684128.*

## Registration and Insurance Scheme

If you would prefer to pay on a fee-per-item basis, we require that you use our Registration and Insurance Scheme. Registration with the practice costs £35.00 per year and will include the insurance cover described above. It is, however, conditional upon you attending the practice at least once a year for a check-up and having any remedial work undertaken as soon as possible, payment for which is not covered.

## Practice Vision, Mission, Values and Guiding Principles

**Vision** - to be the most patient-centred practice in the country.

**Mission** - to provide a high quality dental service, by a friendly, highly trained team in well-equipped ultra modern facilities designed for this purpose.

### Values

These are the basic values we employ when we strive to achieve our mission:

**People** – our people are the source of our strength. They provide our corporate intelligence and determine our reputation and vitality. Involvement and teamwork are our quality and values.

**Treatment and Services** – our treatment and services are the end results of our efforts, and they should be the best in serving our patients. As our treatment and services are viewed, so are we viewed.

**Profits** – profits are the ultimate measure of how efficiently we provide patients with the best service for their needs. Profits are required to survive and grow.

### Guiding Principles

**Quality comes first** – to achieve patient satisfaction, the quality of our treatments and services must be our number one priority.

**Patients are the focus of everything we do** – our work must be done with our patients in mind, providing better treatments and services than our competition.

**Continuous improvement is essential to our success** – we must strive for excellence in everything we do: in our treatments and services, in their safety and value in our human relations, our competitiveness, and our profitability.



## WESSINGTON WAY DENTAL PRACTICE LTD

*Keeping you smiling*

## Dental Care Plan

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