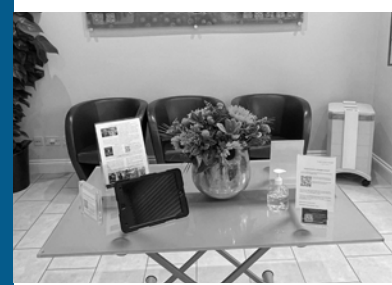


Your patient journey

ELMSLEIGH HOUSE

— DENTAL CLINIC —



Welcome to Elmsleigh House Dental Clinic

Thank you for trusting us with your dental care or treatment; we look forward to warmly welcoming you to Elmsleigh House.

Before your appointment

Whether you have been referred to Elmsleigh House for specific treatment by your dentist or have found us online or via a recommendation, the first step is to liaise with the Welcome Team or our Patient Coordinator, Georgie Price, to book your appointment with the relevant clinician. Please bear in mind we are booking appointments well ahead due to managing our busy clinicians' diaries. However, we do run a cancellation list so that we can bring some appointments forward if possible following a known cancellation.

We therefore appreciate 48 hours' notice should you wish to reschedule or cancel your appointment; charges may apply for non-attended appointments or short notice cancellations.

You will be sent an email confirming your appointment, with our Welcome brochure or relevant treatment information, your clinician's business card and parking instructions.

All new patients to Elmsleigh House will also be emailed a digital medical history form approximately 2–3 days before your appointment, and we request this is filled in and returned the day before your appointment. If you are unable to complete this digitally, please let the Welcome Team know. You can also complete the form in the clinic on the day of your appointment; if so, we kindly ask you to arrive 5–10 minutes before the start of your appointment to allow time to fill this in.

Existing patients should let the Welcome Team know if there are any changes to your medical history; a new signed medical history form is required for each patient every year.

We kindly request you do not attend your appointment if you are unwell, and to let us know as soon as you can (ideally with 48 hours' notice). Our policy remains that we do not see patients who have symptoms or have tested positive for Covid.

We also ask if you have had a cold sore for less than 2 weeks to please reschedule any non-emergency dental treatment until after this contagious period has passed. Many thanks.

Arriving at the clinic

If driving, there are free parking bays for two hours in The Fairfield and surrounding roads behind the practice, with level access to the back of the clinic from The Fairfield. Please ensure you park in the designated parking bays and not in front of neighbours' drives or dropped kerbs, or on double yellow lines – thank you!

We are also opposite Farnham train station with a car park (fees apply) and direct links to London Waterloo.

Please ensure you arrive in plenty of time before your appointment as we aim to run our clinicians' diaries to schedule. You will be greeted by our Welcome Team and asked to confirm that there are no changes to your medical history and sign the form if needed.

You will be invited to go into our tranquil waiting room where you can have a tea or coffee; we have ipads, magazines, books, treatment brochures and a newsletter to browse. You can also log onto our free Wifi and please take a moment to like and follow us on social media; when you like our Facebook page you will see our Smirl counter whirl! 🍀

 www.facebook.com/ElmsleighHouseDentalClinic

 www.instagram.com/ElmsleighHouseDentalClinic

 twitter.com/ElmsleighDental



Your appointment

Unless you need urgent treatment, your first appointment will be for us to get to know you, establish where you are now with your dental health and what you would like to achieve; an adult new patient examination is up to an hour long, to give us time together without rushing.

We will take photographs of your teeth and smile, as well as x-ray pictures as required. We will perform a thorough assessment of your teeth and gums, and explain our findings so you can make an informed decision if further treatment is required; our clinicians perform mouth cancer checks at all routine appointments.

Our aim is to provide you with a dedicated, preventive, long-term approach in order to keep your teeth and gums in excellent condition, and keep treatment to a minimum.

If treatment is needed or you have been referred to us for specialist or specific treatment, we will discuss our findings and recommended treatment to achieve a healthy mouth and gums. This will be written up as your bespoke treatment plan and emailed to you within two weeks. It will detail all stages of recommended treatment and fees involved; we guarantee these fees will not change throughout your treatment. If discussed, your plan may also include optional cosmetic treatment to improve your teeth and smile. Patients referred to us by their dentist are seen only for their referred treatment; we will keep your dentist updated throughout.

If you are especially nervous of dental treatment, our clinicians offer understanding, expertise and a range of sedation options to enable you to access the dental care you need.

At the end of your appointment, your clinician or dental nurse will bring you back to reception, where the Welcome Team will greet you, take the appropriate payment and schedule any further appointments needed. Payments can be made by debit card, MasterCard or Visa credit card (we can provide details for bank transfer prior to the appointment if required).



When you are emailed your treatment plan, this details your treatment needed, the stages and costs, and any optional treatment recommended.



You can book appointments in with the Welcome Team, Hannah or Louise, by calling 01252 713797 (answerphone if

busy or out of hours) or email info@elmsleighhouse.co.uk.



Our Patient Coordinator, Georgie Price, can help with any questions you may have about your treatment plan; she will liaise with your dentist as necessary. For larger treatment plans, such as dental implants and teeth straightening, Georgie can offer staged payments to spread the

cost of treatment. You can contact Georgie directly on 01252 595503 or georgie@elmsleighhouse.co.uk

General patients will receive reminders to book in for regular dental check-ups and hygiene appointments (text messages or emails); please ensure we have your correct contact details, and book appointments well in advance.

Referred patients will be returned to their dentist's care for restorative work or at the end of treatment, depending on the referring dentist's requirements.

Please review and recommend us!

We always appreciate our happy patients leaving us reviews, especially Google reviews, to help spread the word about Elmsleigh House online. It also builds our reputation as our patients are our best advocates!



To leave a Google review (you need to have a Google account) you can scan the QR code or click on the direct link <https://g.page/r/CfCbJGowJLekEBE/review>

If you don't have a Google account, you can write a review of your patient experience and email:

- Our Welcome Team at info@elmsleighhouse.co.uk or
- Our marketing executive at marina@elmsleighhouse.co.uk.

We also appreciate you recommending us to friends, family and work colleagues as we offer an extensive range of dental treatments to all ages.

Your dentist may ask if we can share close-up pictures of your teeth to showcase 'before and after' treatment; we will always ask your permission to use your pictures, you will not be recognisable (close-up pictures of your teeth only) and we will never share your name (unless you want us to of course!).

Please follow us on social media (ElmsleighHouseDentalClinic on Facebook and Instagram) to read our latest reviews, case studies showing 'before and after' treatment and team news!

Terms, conditions and general information

Payment of fees

Fees are generally due on the day of the appointment; however, we do divide longer treatments out into stages to help you budget for your treatment. For your convenience you can use bank transfer, MasterCard or Visa for payments. Any fees quoted are valid for six months from the date of your treatment letter.

Should you wish to discuss payment in any other way, you can contact either Georgie Price, our Patient Coordinator (01252 595503; georgie@elmsleighhouse.co.uk) or Cat Collins, our Practice Manager (01252 715706; cat@elmsleighhouse.com).

Guarantees regarding treatment provided by us

Most treatments come with a 12-month guarantee from the date of completion. There are exceptions to this guarantee, such as but not limited to: the dental work has not been cared for as per clinical instruction; if there is a problem with the same tooth but not related to the treatment originally carried out; root canal treatment due to the uncertain prognosis of some damaged teeth; periodontal treatment due to the ongoing maintenance to prevent gum disease from recurring.

Cancellation and failure to attend an appointment

We take cancellations or failure to attend an appointment seriously at Elmsleigh House. There is a standard charge of £40 per 30 minutes of the appointment time; however, should the reason for the cancellation or failure to attend be of a nature that is out of anyone's control such as sickness, a cold sore or a bereavement, this fee is at our discretion. We do not charge for cancellations made 48 hours or more before an appointment time. At the same time, should we be required to cancel your appointment due to an internal clinic reason, we would always endeavour to give you as much notice as possible.

Our full cancellation policy can be found on our website at www.elmsleighhouse.co.uk/contact-us.

Immediate issue appointments (emergency)

If you have an urgent dental problem, please call the clinic on 01252 713797 before 10am where possible. Outside clinic hours, our answerphone service provides an emergency number linked to one of our dentists, ensuring you always have access to prompt advice and treatment.

At our clinic we offer a same-day service for most dental emergencies. A standard fee of £170 is placed on any appointment to deal with a specific immediate problem, such as severe pain, swelling, broken tooth or lost filling. However, upon assessment and discussion with you regarding the required treatment, this fee is amended based on the situation.

Declining treatment

It is incredibly important to us that all our patients feel involved in their dental care and the decision-making process regarding any required treatment.

Following sound and clinically justified advice on a treatment option, should a patient decide against that required treatment, the reason will be documented within the clinical records. We wholly respect any decision that our patients make regarding their dental care, but we must document should a patient decide against the advice of a dental professional.

Appointment recalls and preferences

The system that is used at Elmsleigh House Dental Clinic can remind patients of appointments that are booked as well as appointments that need booking, such as dental check-ups and hygiene appointments. This system can remind in several different ways, such as a call from one of our Welcome Team, a text message, an email or a letter in the post. The way in which we contact you can be amended at any time, so please inform us of your preference at your next appointment.

Paperless

To be as environmentally friendly as possible and save on waste, we are sending letters and treatment plans digitally. If you do not have access to email, please let us know if you would like your treatment letters posted.

GDPR

Elmsleigh House is committed to complying with the General Data Protection Regulation (GDPR formally known as the Data Protection Act 1998), General Dental Council and Care Quality Commission. Computerised records are stored, reviewed and updated securely and confidentially. Confidential information is only seen by necessary personnel, and the team are trained on our policies and procedures to keep patient information confidential.

As a patient of the clinic, we do request that the GDPR section shaded on your medical history form is completed, which will be scanned to your records detailing your consent and preferences on how we deal with your appointments, treatment and record information.

We also aim to email quarterly patient e-newsletters, keeping you informed about our treatments, news and celebrations. Our Welcome Team will ask if you would like to receive these, and you can opt out at any time by clicking unsubscribe at the end of the e-newsletters or by letting the Welcome Team know.

Our full Privacy Policy can be found on our website at <https://www.elmsleighhouse.co.uk/website-privacy-policy>

We look forward to
welcoming you

ELMSLEIGH HOUSE

— DENTAL CLINIC —

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Farnham is easily accessible from the M25, M4, M3, A3 and A31, and Elmsleigh House Dental Clinic is located directly opposite Farnham train station. Free parking spaces can be found at the rear of the practice in The Fairfield, providing level access to the clinic, and there are public car parks at the station and in the town centre within walking distance.

