



Providing preventative, NHS and Independent Dentistry

WELCOME TO R DENTAL CLINIC

Here at our clinic we pride ourselves on delivering an exceptional dental health care service to all of our patients.

We are an award winning modern practice offering a variety of NHS and Private treatments. Our staff have been trained to ensure the delivery of an excellent, quality service, using the latest technology, which is fully compliant with the current dental regulations.

This leaflet contains information about our services and location. Further details of our friendly team, treatments, prices and offers can be found on our website www.rdentalclinic.co.uk and you can follow us on Facebook and Instagram.

updated October 2018

Variety of Dental Treatment Offered

GENERAL	COSMETIC
Fillings	Air Polish
Crowns	Teeth Whitening
Dentures	Braces (Quick Straight Teeth)
Root Canal Treatment	White Fillings
Bridges	Crowns
Extractions	Dentures
Hygienist	Veneers
	Bridges
	Mouthguards

Need Help with Treatment Cost?



*Terms apply

Making an appointment

You can make an appointment by phoning the practice on **01274 638061**. We will try to offer you an appointment at a suitable time.

Emergency appointments

These appointments are strictly for severe toothache and painful swellings only.

Please contact the clinic at 8.30am and an appointment will be allocated.

Outside our opening hours (see page 4), call NHS 111 for urgent and emergency care. www.111.nhs.uk

Please be aware there may be a charge for emergency appointments.

Recalls

At the end of your treatment the dentist will recommend when to see them again. Please book your next appointment at reception and attend regular appointments to maintain your oral health.

Cancellations and missed appointments

If you are unable to attend your appointments, please provide 48 hours notice. Charges will apply if you cancel appointments at short notice or miss appointments.

Failed to attend policy

Due to increased levels of missed appointments and short notice cancellations the practice reserves the right to deregister you in the following situations.

- **Failing to attend** two appointments within a year time frame.
- **Failing to attend** an appointment and **short notice cancellation** (48 hours notice required).
- **Short notice cancellation** twice within the year (48 hours notice required).
- Frequent **late arrivals** won't be seen. (We advise patients to arrive at least ten minutes before to sign any relevant forms).
- Do not attend the practice within a **period of two years**.
- If a family misses a **group appointment**, future appointments will be booked separately due to time being wasted for the dentist.

Our responsibilities to you:-

You are entitled to

- A examination and x-rays (if required) of your mouth, teeth and gums.
- Advice on how to keep your teeth and gums healthy.



- Details of NHS charges and independent price list.
- Information that relates to the practice.
- Make a complaint if you are not happy with your treatment and care (see page 4).
- Dental records free of charge (see page 4).

Patient's responsibilities

Provide up to date contact details including names, address and telephone numbers.

Provide 48 hours notice to cancel or to change an appointment (page 3).

Pay your bill promptly.

If you are entitled to free or reduced NHS dental services, please bring proof of entitlement to your appointment.

Always try to follow advice given from the dental health professional to prevent tooth decay and gum disease.

Treat our staff with courtesy and respect.

Care may not be given to patients who are:-

- Violent and abusive.
- Fail to cooperate during treatment.
- Refuse to pay for treatments.

Happy with your experience at the practice?

There are opportunities to leave feedback using the following:

- Google Reviews
- Facebook
- Instagram
- NHS Choices
- iPad in reception
- Fill out an NHS Friends and Family Test form



General Data Protection Regulation (GDPR)

All your dental records are kept confidential and secure under GDPR. Dental records are available free of charge, please contact the practice on 01274 638061. Also see website or ask at reception for our GDPR privacy policy.

Complaints

If you are not satisfied with the care that you have received, please contact the practice manager 01274 638061 or email info@rdentalclinic.co.uk or write to the following address: R Dental Clinic, 460 Idle Road, Bradford, BD2 2AR.

Payment

The practice accepts cash, credit cards and debit cards.
American Express cards are not accepted.

Opening Hours:

Monday - Thursday 08.30 - 17.00
Friday 08.30 - 15.45

How to find us

We are located just off the five lane ends roundabout next to the bus stop. Parking is available on the road side.

Access for the less able includes

- Parking
- Ramp access
- Automated door opening
- Ground floor surgeries and disabled toilet

Our contact details

R Dental Clinic
460 Idle Road
Bradford
BD2 2AR

Tel: 01274 638061

Email: info@rdentalclinic.co.uk

Website: www.rdentalclinic.co.uk

Facebook: R Dental Clinic

Instagram: rdentalclinic

