

## - COSTS -

The cost of dental treatment is set by Treatment on the NHS falls into three categories. This is subject to annual change and prices are available online and in reception

**Band 1:** Covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish, and planning for further treatment

**Band 2:** Covers all treatment included in Band 1, plus additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

**Band 3:** Covers all treatment included in Bands 1 and 2, plus more complex procedures, such as crowns, dentures and bridges

### **Emergency or urgent treatment**

If you require urgent care, phone us early in the morning.

You will pay a Band 1 charge

Most urgent treatments can be done in one appointment.

Once your urgent course of treatment is complete, you may be advised to make another appointment for a separate course of non-urgent treatment. In this case, the relevant NHS banding charge will apply.

## - OPENING TIMES -

MON	9am-6pm
TUE	9am-5pm
WED	9am-5pm
THU	9am-5pm
FRI	9am-4pm

The practice is closed for lunch between 1-2pm

Outside of these hours if you require urgent dental treatment or advice

Please contact

NHS Direct on 01228 603900 for details of the out of hours arrangements..

## - COMPLAINTS -

If for any reason you are unhappy with the service that we have provided, please contact the receptionist on the practice number for details of our complaints procedure.

**Appleby NHS Dental Practice**  
Shire Hall  
The Sands  
Appleby  
CA16 6XN  
017683 53224  
[www.applebynhs.co.uk](http://www.applebynhs.co.uk)



[WWW.APPLEBYNHS.CO.UK](http://WWW.APPLEBYNHS.CO.UK)

## - EXPECTATIONS -

You can expect us to treat you with respect and dignity at all times and maintain your confidentiality and only share your information with your permission.

We will try not to keep you waiting without good reason and will inform you of any delays

We will provide good quality treatment and involve you in the treatment process.

We expect you to turn up to any appointments on time.

If you are unable to make your appointment you must contact us at least 24 hours in advance.

If you miss an appointment and you have not informed us, it is at our discretion whether you will be allowed to book a future appointment,

Our staff are here to support you but violent, aggressive or abusive behaviour will NOT BE TOLERATED.

If you are liable for NHS charges you agree to pay these in advance of being seen or booking future appointments.

## - ABOUT US -

Appleby NHS Dental Practice is a new venture in Appleby and provides a full range of NHS treatments to the population of Appleby and the surrounding areas.

The Practice is located on the first floor of the Shire Hall and is accessed through the grey doors at the right of the building. If you have any mobility or access issues, please contact us on the practice number for details of the alternative arrangements we have in place.

We do not have any access to your previous clinical records or X-rays if you were registered elsewhere.

Disc parking is available on the roads surrounding the practice or please use the car park on Chapel Street.

Please **do not** use any of the parking bays directly outside of the practice as they are **not** for our use.

## - NHS TREATMENT -

We provide a full range of treatments on the NHS. All options will be discussed with you during your check up with the dentist.

You do not have to pay for NHS dental treatment if, when the treatment starts, you are: Aged under 18 Under 19 and receiving full-time education Pregnant or have had a baby in the previous 12 months. You also do not have to pay if you are receiving Income Support Income-related Employment and Support Allowance Income-based Jobseeker's Allowance Pension Credit Guarantee Credit Universal Credit or if you are named on a valid NHS tax credit exemption certificate or you are entitled to an NHS tax credit exemption certificate You are named on a valid HC2 certificate

If you are named on a valid HC3 Certificate, you may not have to pay the cost for all your treatment Checks are made on free and reduced cost treatment claims - If you say you have the right to free treatment when you do not, you may incur a penalty charge.