

Dear Sir/Madam,

We are delighted that you have chosen to register with our practice and we welcome you to our care. A copy of our practice leaflet is enclosed giving information about the services that we offer and our receptionists will be pleased to answer any queries. Set out below is some important information about how the practice operates, which I hope you will find helpful.

Your dentist is an associate in the practice and is responsible for making sure that you are happy with the dental care that you receive. On occasions, during holiday periods for example, it may be necessary for you to receive care from another colleague or locum dentist.

We always try to arrange appointments at a time convenient to our patients. If you have made an appointment which you subsequently find you cannot keep, please give as much notice as possible so we can then give the appointment to another patient who may need to see us at short notice. If you give us less than 24 hours' notice on more than two occasions we may need to review future provision of treatment for you at the practice.

It is our practice policy to give patients full information about the cost of their dental care before any treatment is undertaken. Patients are asked to pay the full cost of treatment prior to commencement and unfortunately we are only able to accept debit or credit card.

If you find that you have a dental emergency during normal surgery hours you should contact the practice for advice. We will make arrangements for you to be seen as quickly as possible. If the emergency occurs when the practice is closed, you should telephone NHS Direct on 111 for advice. We will ensure that, where appropriate, you are seen as quickly as possible.

I will of course do my best to provide you with a high standard of dental care and service. If you feel that you have cause for complaint, I would encourage you to raise it with me as I deal with any feedback that we receive. We have a complaints procedure that aims to resolve any problems to our patients' complete satisfaction.

I hope that you will be satisfied with the dental care and service which we will provide for you. If you have any queries about the content of this letter, please do not hesitate to contact me.

Yours sincerely,



Dr Fariba Zolfaghari  
Practice Principal