

Lavender Dental Care



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🏠 Lavender Dental Care, 1 Lavender Close, King George Road, Chatham, Kent, ME5 0PU

WELCOME!

Thank you for your interest in joining Lavender Dental Care practice. Our friendly and modern practice is striving for excellence and the highest quality services for all of our patients.

We provide a wide range of treatments ranging from:-

- fillings
- dentures
- tooth extractions
- gum treatments

to more advanced procedures such as:-

- complex dental reconstructions
- dental implants.

We also offer a wide range of cosmetic procedures:

- facial aesthetic therapy (Botox)
- tooth whitening,
- tooth straightening using Invisalign technology.

Our dedicated and supportive team can offer **inhalation or intravenous sedation** for patients who are unable tolerate dental treatments due to anxiety or other reasons.

We offer **free dental care to all children** whose parents are patients at the practice.

If you are exempt from paying NHS dental charges, please find a list of accepted documents to prove this at the end of this letter. You may not need to pay your dental charges if you are able to provide the required documentation.

If you would like to find out more about our dental practice, please visit our website **www.LavenderDentalCare.co.uk** or contact a member of our helpful team to discuss your personal needs.

In order to register with the practice, there are 3 things you need to do:

1. Prepare a list of your **medications** you are currently taking (if you are not sure which medications you are taking, you can contact your GP to request for an up-to-date list of your current medications);
2. Select your preferred **payment plan**;
3. Confirm your choice by either replying to this email or calling the practice, and **schedule an appointment**.

There are three different **payment plans** available for our patients:

Private Plan - this is a private pay-as-you-go plan where you pay for individual treatment items. You can find the most current list of prices of most of our services on our website at www.LavenderDentalCare.co.uk/fee-list).

Practice Plan Membership - this plan includes certain free dental services and a **15%** discount on our private treatments to members paying a monthly/annual membership fee, which is currently **£16.50/month**).

Basic Plan - this is a private payment plan resembling the structure and available treatment options provided by the NHS Dental Services. You will only be paying one of 4 prices for your treatment depending on which band your treatment belongs to:

Band 1 - £35.60 (includes examination, preventative advice, X-rays, simple scale and polish if clinically necessary, referral etc)

Band 2 - £87 (include fillings, extractions, denture amendments, treatment of gum disease, extensive clean etc)

Band 3 - £318 (includes denture, crown, adhesive bridge, inlay, onlay etc)

Band 4 Urgent Appointment - £35.60 (includes assessment and advice, X-rays, temporary dressing/temporary relief of pain, issue of prescription).

Before you make a decision which plan is best for you, **please read all additional information about these options at the end of this letter**. You can also visit our website or contact a member of our friendly team if you have any further questions about any of these options.

SPREADING THE COST OF YOUR TREATMENT

In response to feedback from our patients, we have recently introduced various finance options to enable you to spread the cost of your treatment over a period of time. We can help you to arrange an **interest-free finances** for up to 12 months. You can also choose to spread the cost of your treatment over a 5-year period if you wish. Please contact a member of our team or drop us an email at LavenderDentalCare@gmail.com if you would like to find out more.

WHAT TO DO NEXT?

Once you have read this letter (including the additional information at the end of it) and have all of your questions answered to your satisfaction, please contact us by email, phone, post or in person to confirm your preferred payment option (Private Plan, Practice Plan Membership, or Basic Plan) and to arrange your appointment.

We look forward to hearing from you and welcoming you as a patient at Lavender Dental Care.

Yours Truly,

Team at Lavender Dental Care

Web: www.LavenderDentalCare.co.uk

Email: LavenderDentalCare@gmail.com

Phone: 01634 864 153

Address: Lavender Dental Care, 1 Lavender Close, King George Road, Chatham, Kent, ME5 0PU

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ADDITIONAL INFORMATION

Please find below the following information enclosed:

1. Further details about our Payment Plans:
 - Private Plan
 - Practice Plan
 - Basic Plan
2. Information on what to bring to your first appointment

FURTHER DETAILS ABOUT OUR PAYMENT PLANS

PRIVATE PLAN

Private plan is a pay-as-you go payment plan. You pay for individual services you receive. A detailed list of our current prices for different treatment items are available on our website at www.LavenderDentalCare.co.uk/fees-and-payments-plans

If you wish to obtain our price list in an alternative format, please call us on 01634 864 153 and speak to a member of our team.

The benefits of our pay as you go plan are:

- You only pay for the services you receive
- All treatment and services are available
- We run dedicated clinics on Saturdays for Private Plan and Practice Plan
- Patients see the same dentist, which ensures better continuity of care
- We use the highest quality materials and separate dental laboratories to produce the work of the highest standard

PRACTICE PLAN

Practice Plan is a popular membership scheme at our practice. Members of the scheme pay £16.50 a month. For this they receive the following free of charge:

- Two free check up appointments per year (each appointment includes a free clean if clinically necessary)
- Free X-rays
- Free urgent appointments
- 15% discount on all private treatments (excluding implant treatments)
- Patients see the same dentist, which ensures better continuity of care
- We run dedicated clinics on Saturdays for Private Plan and Practice Plan patients
- We use the highest quality materials and separate dental laboratories to produce the work of the highest standard

BASIC PLAN

Due to limited funding, we currently do not accept new NHS patients. However, in order to improve patient access to dental services we have designed a **Basic Plan** which resembles the existing dental structure on the NHS. Just like on the NHS, there are 4 different treatment bands. The treatment band you will be charged depends on the treatment you require.

Below presented are the costs for each band and examples of what is included in each of the Bands:

Band 1 - £35.60 (Examination, including preventative advice, X-rays, referral)

Band 2 - £87 (all included in Band 1 + fillings, extractions, denture amendments, soft splint, treatment of gum disease and extensive cleaning)

Band 3 - £318 (all included in Band 2 + a denture, root canal treatment, boxing guard, crown, adhesive bridge etc)

Band 4 Urgent Appointment - £35.60 (including assessment and advice, X-rays, temporary dressing/ temporary relief of pain, issue of prescription).

For each course of treatment, you will only pay a single fee depending on the highest-banded item on your treatment plan. For example, if you have an examination, X-rays and are given preventative advice you will pay a Band 1 charge (£35.60). If you have examination, radiographs and a filling placed you will only pay a Band 2 charge (£87) as the filling belongs to Band 2 category. If you have examination, a filling and a denture - you will pay a Band 3 charge (£318) as the denture is Band 3 treatment.

Our treatments were assigned to different Bands based on the NHS Dental Services with some exceptions:

1. In the Basic Plan, soft splints are classed as a Band 2 treatment (as opposed to band 3 on the NHS). We made this in order to make this option more affordable and accessible to our patients.
2. In the Basic Plan, root canal treatment is classed as a Band 3 treatment (as opposed to Band 2 on the NHS). This is to enable us to spend more time for this type of treatment and to deliver it to the highest standard using some of the best materials and equipment on the market.

Just like on the NHS, the Basic Plan does not cover all treatment options. For example, if you wish to have implant treatment, cosmetic treatments (such as tooth whitening, white fillings on your back teeth, veneers, white crowns on back teeth) or implant treatment carried out, you can pay for this treatment separately using fees indicated in our Private Plan List.

If you are normally exempt from paying your NHS charges, please let us know and we will do our best to arrange a suitable care for you.

WHAT TO BRING TO YOUR APPOINTMENT?

Please do not forget to bring the following documents to your appointment:

1. The list of **all of your medications** (both prescribed and non-prescribed) you are currently taking.

2. If you are exempt from NHS charges, please bring the following to your appointment as **proof of your exemption**:

- Proof that you are pregnant or had a baby in the previous 12 months
- That you are under 18, or under 19 and in full time education
- Receiving low income benefits, or you're under 20 and a dependant of someone receiving low income benefits
- You're entitled to free NHS dental treatment if you or your spouse (including civil partner) receive:
 - Income support
 - Income-related Employment and Support Allowance
 - Income-based Jobseeker's Allowance
 - Pension Credit Guarantee Credit
 - Universal Credit (in special circumstances)

You can also receive free NHS dental treatment if you're entitled to or named on:

- a valid NHS tax credit exemption certificate
- a valid HC2 certificate – which is available for people on low income
- People named on an NHS certificate for partial help with health costs (HC3) may also get help.