



Welcome to The Hub Dental Practice

We give this leaflet to all New Patients to let them know what happens on their First Visit to our Practice
Your first visit:

1. We will give you some forms to fill out including:
 - a. Registration form.
 - b. Medical history.
 - c. Dental Health History
2. We will give you our **Practice Information Leaflet**.
3. If you need help with filling in forms or would like privacy for a discussion then let us know. We have a consultation room which is usually always available.
4. After filling in the forms you can bring them back to the receptionist and she will put your details on the computer.
5. You will then be asked to come through either to the surgery or consultation room.
6. Patients, if they wish, can bring a friend with them when they are being examined. It's up to you but remember if somebody comes in with you they will be able to listen to all the conversations between you and the dentist and observe everything that goes on.
7. Normally we go through your medical history and take a dental history and discuss any problems or concerns you may have. It is important to include everything on your medical history.
8. We will then do an examination and sometimes we will then take x-rays and then continue with the examination.
9. Sometimes we will use a camera to show you aspects of your dental tissues that you may not have been aware of.
10. You will then be given a **Written Itemized Treatment Plan** and we will discuss the various options and choices and listen to what your views are. (The written treatment plan is yours to keep)
11. After discussing the treatment then we will either start treatment (if this is what you want) or take you to the reception and make an appointment for you.
12. Please be sure to let us know any concerns you have, no matter how small; or any worries about what might happen. We want to know if you have any fears or phobias, this will help us to make your experience better.
13. We always send patients a copy of your x-rays, Make sure if you have an x-ray that we also have your correct email.
14. We are open 7 days a week with early, late and weekend appointments.
15. Most patients like to see the same dentist each time and if you have a preference then please let us know.
16. We see lots of nervous and anxious patients and we always try to create a relaxed and friendly atmosphere. Always let us know straight away if you feel uncomfortable or anxious.
17. We have a **Patient Satisfaction Questionnaire** which you may fill in if you wish to share your experience with us.

If there is any more information that you feel should be included on this leaflet please let us know.

Examples of our dental charges are:

£25 for the examination

£9 for each small X-ray (All our x-rays/radiographs are low dosage digital. Ask for us to email a copy if you wish.)

£35 for each large X-ray (All our x-rays/radiographs are low dosage digital. Ask for us to email a copy if you wish.)

At any point please ask any question you like or express any views etc. We like to listen!! We are always trying to improve the quality of the patients' experience at our practice so please let us know if there is anything more we can do to help you and make your experience as good as it can be.