



CHURCH STREET DENTAL PRACTICE

Practice payments policy

Ensuring the prompt collection of fees is crucial to maintaining cash flow and keeping the practice operational. All members of the dental team are responsible for ensuring that patients are fully informed about the fees they are likely to pay and when those payments will be due.

This policy describes the practice procedure for advising patients of the fees payable for their dental care and for collecting payments.

Information on fees:

We are committed to ensuring that patients are given sufficient information about the costs associated with their care to allow them to make informed decisions. Where changes to treatment are agreed with a patient, we ensure that any cost implications are explained.

An indicative price list of treatments available at the practice is displayed in each waiting room patient information file, in the practice leaflet and published on the practice website.

Estimates and bills:

1. Before any treatment is undertaken, the options available and associated costs are explained in full to the patient, in a way that the patient understands. The patient is allowed time to consider the information provided and to ask questions.
2. A written treatment plan and estimate of the costs are provided for all Band 2 and 3 treatments or any treatment that involves a private fee. (which the patient is asked to sign and then receives a copy of, if they wish for a hard copy).
3. Details of any fees incurred and payments made are recorded in the patient's clinical records and checked at each visit. Payments that remain outstanding are also recorded. Where appropriate, patients are given an itemised bill.

Payments

1. Our normal policy is that patients are asked to pay in full for their initial NHS Band 1, see point 5 for further detail regarding additional banding. For all private appointments booked including hygiene, we ask for full payment to secure the appointment, which in turn will come off the final treatment plan, this will be retained if the patient fails to attend or late cancels their appointment. We ask all patients to pay any monies owed upfront prior to entry into surgery. We also ask for a 50% deposit to commence any private treatment plan.
2. Failed private appointments for treatment will be charged at £250 per hour and as a Practice we reserve the right to no longer see patients at the practice who fail to attend more than one appointment.
3. The practice offers patients a range of payment options, including payment by debit / credit card, cash. Card payments are processed by clover. Finance options are also available.



4. A further monthly payment scheme called Practice Plan, part of Wesylan Group is also available at our practice. Please ask your dentist to assess your mouth for a quotation of the monthly payments and terms applicable to you. Leaflets are available in each waiting room and at reception.

5. From April 2025 NHS costs are: -Band 1 and urgent treatment is £27.40, Band 2 is £75.30 Band 3 is £326.70. If band 2 is prescribed the difference between band 1 and 2 must be paid upfront prior to booking of any treatment. If a Band 3 treatment is prescribed, a minimum of £50.00 must be paid every visit until the final balance is paid. If just 2 appointments are required, then the balance of payment will be split 50:50 between the appointments. The full balance of £326.70 must be paid prior to fitting of any restorative work (i.e. crowns or dentures). For longer private courses of treatment, patients may be offered the option to pay for their treatment by instalments as the treatment takes place, or prior to commencement of the treatment. This must be agreed in full by the treating dentist. Full private fees of any restorative work or dentures must be paid prior to fitting.

6. Whenever a payment is taken, the patient will be given a full itemised and dated receipt.

7. If a patient offers to pay part of the full cost, the part payment should be accepted but the patient must be advised that the amount paid is not accepted as full-and-final settlement. The patient should be given a statement showing the original invoice amount and date, the date and amount of the part-payment, and the amount still outstanding.

8. NHS patients will be charged in accordance with the NHS dental charges regulations. Exempt patients will be required to sign NHS forms and provide evidence that they are exempt. Please note that spot checks are done by the NHS fraud department and fines are issued for incorrect exemption claimed.

Outstanding payments:

A regular check of the treatments provided against the payments received is undertaken by the management and reminders sent to patients who have missed payments.

If no payment is received within 14 days, a reminder will be sent inviting the patient to contact the practice regarding payment options.

If, following the second reminder, no payment is received, a final reminder letter will be sent, and the patient advised that further failure to make a payment may result in the practice instructing a debt collection agency or taking legal proceedings.

If, following the final reminder, no payment is received, the practice manager and owners will consider how to progress the matter. Action may include the engagement of a reputable debt collection agency or formal legal action. The patient will no longer be offered appointments for treatment at the practice until the debt is paid in full. In extreme circumstances and at the sole discretion of the partners the debt may be written off.

The patient will be informed that, for the purposes of collecting the debt, their details may be passed to a third party.