

PRACTICE INFORMATION

Thank you for choosing The Treatment Centre as your dental practice. This leaflet tells you about our practice. Should you have any further questions, please contact our practice on 01872 241955 or by emailing info@thetreatmentcentre.co.uk. The practice undertakes to provide high quality dental care by appropriately trained staff and ensure that you are involved in decisions about your care.

For information on our full range of services, please see our services below or please contact a member of our team.

If you would like to make an appointment please telephone or email the practice and we will be pleased to arrange a convenient time for you.

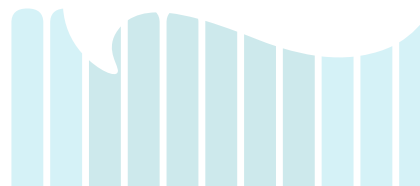
OUR CONTACT DETAILS

The Treatment Centre, 1st Floor Tinnars Court, Truro TR1 2LL

T: 01872 241955

E: info@thetreatmentcentre.co.uk

W: www.thetreatmentcentre.co.uk



OUR TEAM

OUR DENTISTS AND HYGIENISTS



Anna Taylor

BDS (Hons) MJDF RCS (Eng)
FHEA MSC Restorative Dentistry

Cardiff 2007,
GDC no 114205



Sue Lewis

BDS

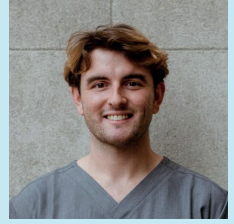
Birmingham 1990,
GDC no 65913



Tina Aster

BDS

Peninsula 2020,
GDC no 289378



Oliver Turner

BDS

Bristol 2023,
GDC no 309665



Ismail Abubaker

Dental Hygienist/Therapist

2023
GDC no 306927



Kay Gillam

CEB Cert DH, LHMC Cert DT, Dip
DHE (RSH), FAETC

Royal London 1986,
GDC no 3140

As Dental Professionals, we must be registered with the General Dental Council and meet their standards.

There are nine principles that we must follow:

1. Put patients' interests first.
2. Communicate effectively with patients.
3. Obtain valid consent.
4. Maintain and protect patients' information.
5. Have a clear and effective complaints procedure.
6. Work with colleagues in a way that is in patients' best interests.
7. Maintain, develop and work within our professional knowledge and skills.
8. Raise concerns if patients are at risk.
9. Make sure our personal behaviour maintains confidence in us and the dental profession.

OUR TEAM

SUPPORTED BY OUR COMMITTED TEAM



- Charlotte Sims - Practice Manager
- Fiona Hammond - Receptionist
- Holly Jones - Receptionist
- Amy Hooper - Registered Dental Nurse, GDC no 294264
- Kristii Martin - Registered Dental Nurse, GDC no 305231
- Tallula Tenenbaum Peter - Trainee Dental Nurse
- Viktoriia Sharhalo - Trainee Dental Nurse
- Molli-Mae Higgins - Trainee Dental Nurse
- Neha Iyer - Trainee Dental Nurse

the treatment centre

CONTACT US

T: 01872 241955

E: info@thetreatmentcentre.co.uk

Dental Appointments

Our regular appointments are scheduled between 08:30- 16:30 Monday to Thursday and 08:30-16:00 Friday. We have late evening appointments until 18:00 on a Tuesday.

Hygienist Appointments

Available Monday, Tuesday, Wednesday, Thursday and Friday.

In An Emergency

Whenever possible, please contact us during normal surgery hours. If you need to be seen the same day, please get in touch before 10:30.

Out of hours emergency care

Should you have a dental emergency outside of the practice opening hours, please call 0333 405 0290. This service is provided by Smile Together Dental which is responsible for commissioning dental services in this area. For private emergency options out of hours, please phone 01872 241955 where our answerphone will give you further details on how to contact the on-call dentist. For patients with severe bleeding or trauma, but not routine toothache, you can contact the Truro Hospital Emergency Dept on 01872 274242.

Online Booking

Patients can now book appointments via our online booking system. Please visit our website on thetreatmentcentre.co.uk.



the treatment centre

APPOINTMENT & CANCELLATION POLICY

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Management of Appointments

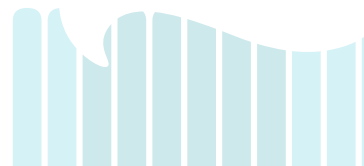
Appointments can be made or rescheduled by calling our reception team on 01872 241955 or by accessing our online booking form at <https://thetreatmentcentre.co.uk/services/>. A pre-payment will be required for a new patient examination, emergency appointment and Hygienist appointment.

Reminders

E-mail and text reminders are sent to patients 3 days before any appointment and patients are requested to inform the practice of any changes to their contact details.

Cancellation of an appointment or missed appointment by a patient

Missed appointments results in wasted time that could be used by other patients. We ask that if you are unable to attend your appointment, you let the practice know and give as much notice as possible and, at least 48 hours. If you cancel an appointment, on more than one occasion, with less than 48 hours' notice, we may no longer be able to offer you NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit. There is a fee for private dental appointments that are missed or cancelled with less than 48 hours' notice. The fee is based on the length of the appointment and we reserve the right to charge 50% of the missed appointment fee.



Harassment

Please treat our staff with the respect you expect from us. Harassment of our dental team will not be tolerated. Harassment includes but is not limited to violence, abuse or offensive language.

Action may be taken by the practice owner against patients who harass the dental team and you may be de-registered from the practice.

Patient Confidentiality

We take patient confidentiality extremely seriously at The Treatment Centre and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission. We have a strict confidentiality policy. To see a copy of this policy, or if you would like further information regarding your rights to view your patient records please ask at reception.

FEES

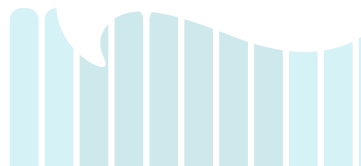
Information on Fees

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 within our reception area and published on the practice website.

All new patients and patients who are returning to the practice are given information on patient charges and an indicative price list with their welcome letter.

Payments

We accept the following methods of payment at the practice, cash and all major credit and debit cards. For private treatment costs the practice will request a 50% payment towards the estimated cost of treatment upon booking, with the final balance requested to be paid upon completion of the treatment.



the treatment centre

MEMBERSHIP PLANS

We aim to provide the best quality dental care to help patients achieve optimum oral health, our goal is a lifetime smile with natural teeth. We want our patients to be rewarded.

We offer a selection of membership plans giving you the benefit of having regular visits whilst spreading the cost over monthly payments, making treatment affordable and easy for you to budget. The plans offer additional benefits exclusive to members, including discounts on further treatments.

How much does it cost?

Our plans are set at 4 levels, depending on the amount of examinations and hygienist appointments you require per year.

Foundation - £10.75 per month

1x Dental Examinations,
1x Hygienist Consultations per year
Necessary routine bitewing x-rays

Worldwide dental emergency assistance scheme
Out of hours emergency call out

Comprehensive - £22.00 per month

2x Dental Examinations,
2x Hygienist Consultations per year
Necessary routine bitewing x-rays

Worldwide dental emergency assistance scheme
Out of hours emergency call out

Enhanced - £34.50 per month

2x Dental Examinations,
4x Hygienist Consultations per year
Necessary routine bitewing x-rays

Worldwide dental emergency assistance scheme
Out of hours emergency call out

Student plan - £3.99 per month

1x Dental Examination
Necessary routine bitewing x-rays
Worldwide dental emergency assistance scheme
Out of hours emergency call

*This plan is available for students between the age of 18-23.

If a family member is a student, they can be 'added' onto your existing plan for an additional £3.99 per month. Once the student is no longer in education or reaches over the age of 23 they will have the option to join our other available plans.

the treatment centre

What is Included in our Plans?

Up to 2 examinations per year

- Your chosen number of hygienist visits per year
- Up to 10% discount on other treatments(excluding specialist)
- Up to 10% on sundry products
- Free assessment of dental pain during practice opening hours
- Free antibiotics provided on site when necessary – no queuing at the chemist and no prescription fee
- Worldwide accident and emergency dental cover
- Phone access to your dentist for advice/queries
- Out of hours emergency care
- Oral cancer screening
- Longer appointment slots allocated
- Top quality materials used
- Priority access to your preferred dentist
- Seen faster - no waiting list
- Payable by direct debit, with a one-off £9.50 registration fee.

How Do I Join?

Joining is simple, just talk to one of our practice team who will be more than happy to recommend the best membership plan for you and help you complete a simple application form. This will take no longer than a few minutes and you can start to receive all of the benefits as soon as you are registered and your membership is confirmed by our membership plan administrators, Practice plan.

Payment Options

Finance payment options are now available; if you are interested in applying for our 0% finance option please enquire at reception. We accept cash or debit/credit card on the day of treatment or in pre-arranged installments for large courses of treatment.

Further Questions

We hope that we have outlined the main benefits of becoming a practice member, however if you have any further questions please do not hesitate to speak to our team who are always on hand to assist you.

the treatment centre

Private Dental Fees

Our treatment is individually priced and a written estimate is routinely provided for all proposed treatment.

Children Prices

Ages 0-5 Examination	£ 15.00
Ages 6-11 Examination	£ 20.00
Ages 12-16 Examination	£ 30.00
Ages 16-18 Examination	£ 50.00
X-rays (per x-ray)	£ 15.00

Adult Prices

Routine Treatment

Examination - New patient	£ 105.00
Examination - Existing patient	£ 50.00
X-rays (per x-ray)	£ 15.00
OPG	£ 70.00
Sectional OPG	£ 45.00
Sectional OPG (for membership plan members)	£ 15.00
CBCT Scan	£ 100.00 - £ 200.00
Hygiene Scale and Polish	£ 78.00
Hygiene Airflow	£ 98.00
Emergency Appointment - New patient from	£ 150.00
Emergency Appointment - Existing patient from	£ 60.00

Extensive Treatment

Tooth coloured fillings from	£ 140.00
Crowns from	£ 650.00
Bridges (per unit) from	£ 650.00
Root canal Treatment	£ 370.00 - £ 540.00
Internal bleaching (post root canal)	£ 300.00
Tooth Whitening (Home whitening system)	£ 270.00
Implants (individual treatment needs vary, we would be happy to discuss your treatment needs)	POA
Extractions	£ 180.00 - £ 350.00
Partial Acrylic Dentures - from	£ 550.00
Partial Chrome Denture - from	£1200.00
Denture repairs - from	£ 120.00
Nightguard splints/Essix retainers	£ 100.00
Michigan splint	£ 650.00
Invisalign - from	£ 2,990.00 - £ 4,600.00
Vivera Retainers	£ 500.00

the treatment centre

Private Dental Fees (con't)

Facial Aesthetics

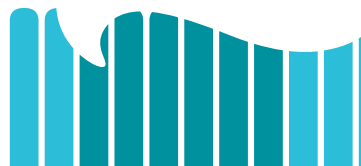
Anti-Wrinkle Injections - 1 Zone	£ 180.00
Anti-Wrinkle Injections - 2 Zones	£ 240.00
Anti-Wrinkle Injections - 3 Zones	£ 280.00
Treatment for Hyperhidrosis	£ 350.00
Lip fillers	£ 280.00
Naso-labial lines or Marionette lines	£ 250.00



We are proud to have been selected to provide Invisalign clear braces at The Treatment Centre LTD.

Our Principal dentist Anna Taylor has undergone advanced training to be able to offer this remarkable, removable and revolutionary custom-made orthodontics, where millions of people worldwide have transformed their smile. The custom made clear aligners are near invisible and gently move your teeth to their desired position.

For more information regarding our Invisalign treatment please contact our reception team on 01872 241955, or by emailing info@thetreatmentcentre.co.uk.



the treatment centre

Complaints Procedure

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact Charlotte Sims on 01872 241955 (or email charlotte@thetreatmentcentre.co.uk) who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception.

Feedback

The Treatment Centre welcomes comments, compliments, concerns and complaints. We always aim to provide the best care we can. We value your feedback that will help us learn and make improvements to our services. If you wish to make a complaint you can ask to speak to Charlotte our Practice Manager charlotte@thetreatmentcentre.co.uk. We can also provide you with a copy of our practice complaints policy. If you need impartial help or advice in resolving a problem the Patient Advice and Liaison Service (PALS) can help you.





The Treatment Centre Limited

Holds an NHS contract with Kernow CCG.

The Director of The Treatment Centre Limited is Anna Taylor. Anna Taylor is the Registered Provider and Manager with the Care Quality Commission (CQC). The CQC registration details of The Treatment Centre Limited can be obtained from the CQC.

Postal Address: CQC National Customer Service Centre, Citygate Gallowgate, Newcastle Upon Tyne NE1 4PA.

Tel: 03000 616161 Website: www.cqc.org.uk

OUR CONTACT DETAILS

The Treatment Centre, 1st Floor Tinnors Court, Truro, TR1 2LL.

Tel: 01872 241955

Email: info@thetreatmentcentre.co.uk

Website: www.thetreatmentcentre.co.uk



BDA Good Practice
Member

BDA
British Dental Association