



Our Policies

Our acceptance policy

Individuals under 18 are accepted on a referral basis from their general practitioner (GPD). This is for initial assessment and to determine whether they qualify for treatment under the criteria set by the NHS.

Private referral appointments

Consultation fee must be paid in full before attending the appointment. Failure to do so may result in cancellation of the appointment. The practice will send a payment link which can be completed securely via your mobile phone.

Appointment times

We require all patients to arrive at least 5 minutes early for their appointment to assist with check-in.

Care of braces whilst in treatment

Re-occurring breakages may result in the removal of braces and termination of treatment.

Failure to attend and cancellation of appointments

1. New patients and patients on review

2 DNA (did not attend) appointments will result in being discharged. A letter confirming this will be sent to your GDP and we will request a re-referral in order to be seen again.

2. Notice period for changing appointments

- a. New patient and reviews – Minimum of 14 days before appointment.
- b. Archwire adjustments – Minimum of 48 hrs before appointment.
- c. Bond up (Braces going on) - Minimum of 7 days before appointment.

3. If you fail to attend 3 appointments without reasonable notice, you may be charged a fee.

4. Cancellation of new patient and review appointments will have another appointment sent in due course.