

# WELCOME



Thank you for choosing heath dental as your dental practice. We are a well-established dental practice and passionate about the benefits we offer to our patients. This leaflet tells you about our practice and the services that we provide. Should you have any questions, please contact a member of the team, who will be happy to assist you.

It is our practice promise to give you, as a patient, complete information about your investment in your dental work, before any treatment is undertaken. We will do our best to ensure your dental care meets your individual needs and will discuss the proposed treatment options with you, giving you time to ask questions and consider alternatives. A written estimate will be provided for all your planned dental treatment.

We offer a full range of preventative and aesthetic dentistry. Each surgery is equipped with the technology to help us to diagnose when treatment is required and explain the treatment options to you. We may suggest referral to a particular specialist; if this is appropriate, for example, orthodontic treatment or sedation.



## Opening Hours:

Monday	07.00 - 18.00
Tuesday	08.30 - 18.00
Wednesday	07.00 - 18.00
Thursday	08.30 - 20.00
Friday	08.30 - 13.00

## Emergency Tel:

07970 274209

Please visit our website [www.heathdental.com](http://www.heathdental.com) for more information and details about our team members.

## OUR SERVICES



We hope you are entirely satisfied with your dental care and treatment and would be happy to recommend our services to others. If not, please let us know so that we can improve your experience with us. You can request a copy of the following policies from our front desk team or they can be viewed at [www.heathdental.com](http://www.heathdental.com)

- Vulnerable Adults
- Preventing violence and aggression at work
- Patient complaints
- Information Security
- Child protection
- Confidentiality
- Disability
- Equality and diversity

Your safety and comfort are our priority as such. Our premises and surgery are accessible to wheelchairs and there is a disabled toilet, Home visits for patients who cannot travel to the practice may also be available or we will assist you in finding alternative dental treatment.

We try to make payments as straight forward as possible. Normally we ask patients to pay for treatment as they receive it. We also ask for a small fee to reserve long appointments and advanced payment for premium appointments.

Patients who are abusive to practice personnel, to other patients or anyone else on the premises will be refused dental treatment and reported to the appropriate authorities.

### **NHS**

Here at Heath Dental we are primarily an independent practice, however we do have limited funding to offer some NHS treatment to some patients. During busy periods NHS treatment may not always be available. Current NHS fees can be found online at [www.nhs.uk](http://www.nhs.uk)

# 7 STEP MOUTH HEALTH CHECK



## 1 Comprehensive Mouth Cancer Check

We check for any unusual lumps and bumps, ulcers or red/white patches that may indicate signs of mouth cancer or other conditions with our revolutionary new Velscope.

## 2 Complete oral health check screen to pick up on any gum disease

Gum disease is painless and the most common cause of tooth loss, but can be treated if caught early enough.

## 3 Full tooth evaluation

To include a minimum of 2 x-rays to examine any areas in more detail. We will check for disease, failing fillings, defective crowns and cracked teeth.

## 4 Jaw joint examination

Defective joints can lead to pain and can be exacerbated by grinding and clenching, which can further lead to cracked teeth and fillings.

## 5 Smile evaluation

We have highly trained dentists who will give you advice on how to smile with confidence.

## 6 Intra-oral photographs

You will see for yourself exactly what is defective and where the problem areas are. We will help you make sense of all of the above and explain to YOU our findings and provide you with solutions to any problems we may have detected.

## 7 Completion

Once your heath DENTAL examination is complete, you will receive a warm scented towel and mouth wash to freshen you up for the rest of the day!

# ORTHODONTICS



## **I would like straight teeth**

If you don't like your smile because your teeth are crowded, crooked or twisted then we can straighten them! Here at Heath Dental we are able to offer a number of options to help to give you the smile that you have always wanted.

## **Clearstep aligners**

These are made of clear medical grade plastic that fit closely over your teeth, putting a gentle pressure on them to help them move. You wear each aligner for approximately two weeks, and as you work through each of the steps, little by little they gently move your teeth to your desired position. They are ideal for simple tooth movements, helping to close gaps or improve mildly crowded teeth. Being removable means they can be removed for special occasions or important meetings, and also help to easily maintain oral hygiene.

## **Clearstep combination treatment**

For more complex treatment Clearstep offer an approach that combines clear aligners with a sectional fixed brace. Usually required for more severely crowded teeth where more tooth movements are needed, alongside tooth narrowing or extractions to help create the space. Using aligners alone would take a long time so combining this with a sectional fixed brace will help to move teeth quicker.



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### **Short term orthodontics (Six Month Smiles)**

A relatively new treatment approach here in the UK. Developed in the US, it is a cosmetically focused short term orthodontic treatment option with the sole aim of improving the appearance of your teeth. It uses a discreet fixed brace, with tooth-coloured brackets and wires, and focuses on straightening only the front 6 to 8 teeth (i.e. only the teeth that show when you smile). This means the treatment is much faster compared to conventional orthodontics, which will address the position of all of your teeth. Six Month Smiles can be used to treat crooked teeth, misalignment and unsightly gaps. In cases of crowded teeth it would be necessary to carry out some tooth narrowing to help create the space. As the name suggests, Six Month Smiles is a quick procedure, with most results achieved in 4-9 months.

### **Conventional orthodontics**

For more complex changes to your teeth we will arrange for your treatment to be carried out with a specialist orthodontist. Various systems are available starting with the traditional metal 'train-track' braces, to cosmetic tooth coloured versions. There are even more discreet systems that are fixed on the tongue side of the teeth, rather than the cheek side. It will usually take longer to complete the treatment, often in the region of two years, and may or may not include the need for extractions.

### **What to do next**

If you are interested in improving your smile then the next step is to arrange a complimentary brief consultation to discuss your suitability and treatment options. Here we will also be able to give you some guidance as to the fees involved. Should you then choose to go ahead you will then have a full assessment appointment where we check your teeth and gather all the required information. This includes taking photos and moulds of your teeth, and we make sure we have the required x-rays to ensure there are no hidden problems. Once this has been completed we are able to finalise the cost of your investment and how long it will take, and can be ready to start as soon as 3 weeks later.



# TOOTH WHITENING



Are you tired of having yellow teeth? Or perhaps you have an important occasion coming up? Why not have brighter and whiter teeth so you can smile confidently and look your best.

Tooth whitening involves the simple, affordable and safe application of a special gel directly to the tooth surface. The gel then removes stains, giving you a whiter, brighter, more youthful smile.

## At Heath Dental we offer 3 methods of tooth whitening:

- 1 Professional Home Whitening – including the provision of custom made whitening trays, ensuring simple effective treatment.
- 2 Enlighten® Guaranteed Whitening – a deep whitening procedure combining home and in-surgery treatment, for the latest 'Celebrity Natural White' appearance.
- 3 Professional Rapid Day Whitening - 2 week whitening system for fast results.

Remember, to ensure a safe and predictable result, always have your teeth whitened by a registered Dental Professional. It is illegal for a non-dentally registered person to prescribe or perform teeth whitening.

To find out more, book to see one of our professionals for a complimentary consultation.



“  
*The Enlighten process is simple and easy to follow. I am delighted with the results and would recommend Enlighten whitening at Heath Dental to anyone. Very good value for money too.* M Cullen  
”

# ORAL HYGIENE

**Your mouth, the gateway to your health. Healthy mouth, healthy body.**



## **Did you know Periodontal Disease is the major cause of tooth loss in adults?**

Periodontal disease, often called gum disease, is an inflammatory disease that attacks the gums, bones and other supporting structures of the teeth. It is the result of plaque (colourless bacteria that forms on teeth). If plaque is not brushed away, gums begin to slip downwards away from the tooth. This movement creates pockets in between teeth and gums, which eventually fill with plaque and cause deterioration.

Periodontal disease affects the tissues supporting the teeth. As the disease gets worse the bone anchoring the teeth in the jaw is lost, making the teeth loose. If this is not treated, the teeth may eventually fall out or need to be removed.

The diagnosis of periodontal disease can be made through careful examination of the teeth and gums. Within this consultation x-rays would be taken and the depth of the gum pockets measured.

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### **Signs of Periodontal Disease include:**

- Tooth Loss
- Bad breath or bad taste
- Receding gums-unsightly black gaps between teeth
- Bleeding gums whilst brushing and flossing
- Red, sore swollen gums
- Build up of calculus (tartar)
- Tooth sensitivity to hot and cold
- Changes in bite
- Often symptom free but can lead to pain while chewing.

## How Gum Disease affects you

- 1 Bad breath
- 2 Loose teeth with unsightly gaps forming, as teeth move through loss of support
- 3 Pain - abscess formation – both teeth and gums often painful and difficult to treat
- 4 Tooth loss
- 5 Medical conditions – substantial evidence to link gum disease with heart attack, high blood pressure, diabetes, premature babies, low birth weight babies, low sperm count.

## How Therapy benefits you

- 1 Reduces risk of tooth decay, fewer fillings
- 2 Keep your teeth
- 3 Confidence - dazzling smile and fresh breath
- 4 Reduces risk of serious illness
- 5 Be luckier - in job interviews, in relationships, in self confidence
- 6 Save money - less complex and invasive treatment required due to prevention.

## Treatment

The first step in maintaining a healthy smile is through prevention of disease. At Heath Dental we stress the importance of understanding oral hygiene and preventative care. One of the best ways to treat gingivitis is to practice good oral hygiene and you can do this by:

- Brushing your teeth twice a day (in the morning and last thing at night)
- Flossing daily
- Not smoking

If possible, it is best to use an electric toothbrush to clean your teeth. You should also try using fluoride toothpaste if your water supply is low in fluoride. Fluoride is a natural mineral, which helps to strengthen your tooth enamel, protecting it from tooth decay.

To make sure that plaque and tartar do not build up on your teeth it is advisable to visit your Dental professional regularly, so that your teeth and gums can be examined and expert advice given, followed by gentle but effective detoxing of the mouth. We maintain the health of your gums by regular thorough ultrasonic scaling. This procedure involves having plaque and tartar gently removed with the use of ultrasound before being polished to remove blemishes and stains.

For more complex cases we advise treatment using our Waterlase hard and soft tissue laser. All of our hygiene treatments are tailor-made for you. If gingivitis is left untreated, it may progress to periodontal disease and subsequent tooth loss.

# DENTAL IMPLANTS



## What happens when we lose our teeth?

- Bone loss – premature effects of ageing due to jaw shrinkage
- Loss of confidence – who wants to smile when gaps are showing
- Inability to chew properly – may not be able to bite an apple or enjoy that delicious steak
- Loose and poorly fitting dentures – loss of confidence from that denture that moves when talking or eating

Dental implants are the most natural and best way to replace missing teeth. They are made of durable, long-lasting titanium and are placed carefully and painlessly under local anaesthetic.

## Uses:

- Replace single teeth
- Replace several teeth or a complete jaw
- Stabilise and anchor dentures

## Benefits:

- Reduce the strain on other teeth by allowing force distribution onto the implants, helping to preserve your remaining teeth
- Avoid the need for cutting healthy tooth for bridge fabrication
- Fixing loose, uncomfortable and embarrassing dentures
- Predictable and reliable with up to 97% success rates
- Aesthetic, natural looking replacements for your teeth, looking and feeling like your own.

*I am so pleased with my implants the best thing I have ever done. They have made such a difference to my self confidence. I would highly recommend implants to anyone.* Janet Penn



*A big thank you to Sat Kelley and his great team - the whole time I felt more than comfortable in safe hands - very professional, friendly and extremely informative. I am very pleased with the result of my dental implant and would recommend to anyone who is considering treatment.* S Reading

# ADVANCED FACIAL REJUVENATION



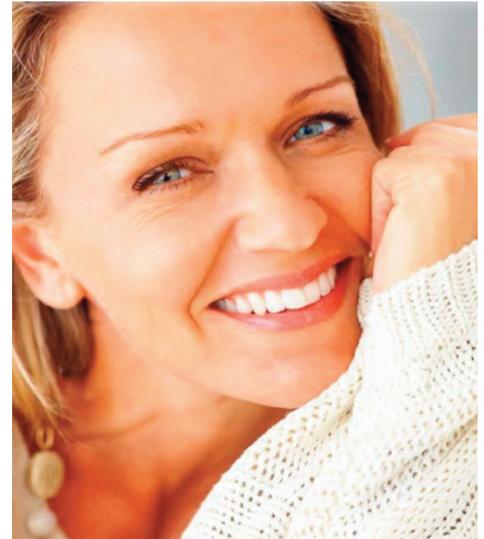
## Be the best version of yourself

As skin ages, it reacts to the external influences such as sun, smoke and pollution. We offer professional advice and some of the most advanced rejuvenation treatments available to help soften fine lines, wrinkles, scarring or folds and restore firmness to areas that you may feel have become sunken or sagging in appearance. All our treatments are carried out by experienced dentist and facial aesthetics practitioner, Joanna Keetarut BDS.

## FREE Initial Consultation

- Muscle relaxing injections for facial wrinkle reduction and brow lift
- Dermal fillers for fine lines, skin hydration and facial volumisation

To find out more, book to see one of our professionals for a complimentary consultation.



# DENTAL LASERS



At Heath Dental we are proud to have one of only a handful of Waterlase MD lasers available in dental practice. This revolutionary tool uses laser energy and water to perform traditional dental procedures with less or no anaesthetic. By enabling a less invasive, more precise form of treatment, which preserves healthy tooth structure, the Waterlase MD transforms the experience for our patients, producing a much more gentle and relaxing visit. Procedures which once took several appointments to complete can now be finished in just a single visit.

## Benefits to our patients

- Less or no anaesthetic – means no needles and no numb lips
- Quicker healing – less discomfort afterwards
- Less invasive – less biological damage to your teeth due to increased precision
- Fewer appointments – less time in the chair
- No drill – children and nervous patients love this
- A quick return to your normal daily activity – no need to miss that lunch date
- Reduces the stress and fear of visiting the dentist
- No vibration – the laser does not contact the tooth so no sense of feeling
- Healing of ulcers
- Instant sensitivity treatment

*Wow I can't believe I've just had a filling. No stinging injections, no vibrating drills and no dribbling. I didn't feel any pain what so ever. I would opt for laser treatment every time.*

Donna

*No Pain! I use to be reluctant to come to the dentist for fillings as I do not like needles - this will no longer bother me anymore.*

N Thomas

## Uses and applications of Dental Lasers:

- Fast cavity preparations - often without needles
- Root canal treatment - more effective decontamination of infected root canals resulting in reduced risk of re-treatment
- Periodontal therapy - faster, more efficient and painless removal of hidden, difficult to remove, harmful bacteria leading to proven improved results over conventional therapy alone
- Healing of painful ulcers
- Gum lifts and recontouring of gummy smiles
- Great for children's fillings
- Biopsy
- Veneer removal - safely without damage to the underlying tooth (this could not be done with a drill)
- Removal of fraenum (these cause tongue and lip ties).

# CHILDREN'S DAY



At Heath Dental we like to help you get your children used to visiting the Dentist because we know how important oral health is. If children start looking after their teeth early they can avoid future problems. Which parent does not want their loved ones to have healthy teeth and gums and avoid preventable fillings by adopting good habits early? Traditionally visiting the dentist has often been daunting. We have changed all that. Our children's days are great fun for everyone.

During every School Holiday – on a Thursday – we have a dedicated Children's Day, where your child is the complete centre of attention.

## A fun-filled day devoted entirely to your little ones

- Face painting
- Temporary tattooing
- Children's DVD films
- Certificates & posters
- Dental health education
- FUN! FUN! FUN!

Children from as young as two and a half are welcome. These special days are very popular and our comfortable patient lounge is always full of children, so we suggest you book early to avoid disappointment. Just ask any of our team for more information either in person or call us on 0844 375 6349.



*We look forward to seeing you!*

# PAYING FOR YOUR TREATMENT



We request that treatment be paid for at each appointment. However, if more complex treatment is what you desire, but finance prevents you from having your dream smile, our finance package can help you afford the dentistry you deserve. We offer interest free credit to help spread payments and a 2.5% saving for payments made in advance.

- 2.5% saving is offered to all treatments above £500
- Interest free credit is available over 10 months for all treatment above £750
- Extended finance packages available on request.

Most credit and debit cards accepted, however we no longer accept cheques.

Don't forget to ask about our full range of retail products, available at reception, to assist with your oral hygiene.

## Price guide

New Patient Examination from £89.00  
(seven step Heath Dental health check)

Dental Examination from £29.00  
(five step Heath Dental health check)

X-Rays from £11.00

Hygiene Treatment from £52.00

White Fillings from £80.00

Facial Aesthetics from £195.00

Tooth Whitening from £350.00

Crowns/Veneers from £424.00

Invisible Braces from £1200.00

Dental Implants £2250.00

# REGISTRATION FORM



Surname \_\_\_\_\_

First Name/s \_\_\_\_\_

Sex  male  female Date of Birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Tel (home) \_\_\_\_\_

Tel (work) \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

Occupation \_\_\_\_\_

Doctor's name and address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of last dental visit

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Are you claiming exemption from payment of NHS charges?  Yes  No

If yes, under which category?

\_\_\_\_\_

Certificate No \_\_\_\_\_

We promise to keep your personal details secure – your personal details are protected by the Data Protection Act, so we can only discuss your medical records with you. We will never discuss details of your medical records with any other person, even your spouse, partner or relative unless you first give us your express permission to do so.

# PATIENT ACCEPTANCE POLICY



At Heath Dental we pride ourselves on the dental treatment and customer service we provide.

## **We promise to**

- Welcome you into a caring and professional environment
- Listen with respect and respond to your concerns
- Provide you with a written estimate of proposed dental treatment in advance
- We understand how valuable your time is so we will do our absolute level best to keep to time
- Perform our very best standard of dental work and cross infection for you at all times
- Guarantee our dental work for a minimum of twelve months
- Make no charge for appointments charged or cancelled where 48 hours notice has been given
- We promise to keep your personal details secure - Data Protection Act

## **In return we ask you to**

- Look after all treatment that we provide for you using techniques that we teach you
- You pay for your dental work on request at each appointment
- If you are unhappy with any aspect of your visit, please contact the practice in order that we may respond quickly and efficiently to any concerns
- Give us at least 48 hours notice if you are unable to attend your dental appointment so we can offer this appointment to another patient
- If you are happy with the services we provide, we ask that you recommend us to friends and family.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date    /    /

I agree/disagree (please delete as applicable) to any written testimonials and pictures provided by myself to be used for future marketing within the practice and on the Heath Dental website.

# MEDICAL HISTORY



Surname \_\_\_\_\_ First Name \_\_\_\_\_ DOB \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Are you currently:**

	<b>Yes</b>	<b>No</b>	<b>Give details</b>
Receiving treatment from a doctor, hospital or clinic?	<input type="radio"/>	<input type="radio"/>	_____
Taking any prescribed medication?	<input type="radio"/>	<input type="radio"/>	_____
Carrying a medical warning card?	<input type="radio"/>	<input type="radio"/>	_____
Pregnant?	<input type="radio"/>	<input type="radio"/>	_____

**Do you suffer from:**

Allergies to medicines, food or materials?	<input type="radio"/>	<input type="radio"/>	_____
Hayfever or eczema?	<input type="radio"/>	<input type="radio"/>	_____
Bronchitis, asthma or other chest conditions?	<input type="radio"/>	<input type="radio"/>	_____
Fainting attacks, giddiness, blackouts, epilepsy?	<input type="radio"/>	<input type="radio"/>	_____
Heart problems, angina, blood pressure or stroke?	<input type="radio"/>	<input type="radio"/>	_____
Diabetes (or does anyone in your family)?	<input type="radio"/>	<input type="radio"/>	_____
Arthritis?	<input type="radio"/>	<input type="radio"/>	_____

	<b>Yes</b>	<b>No</b>	<b>Give details</b>
Bruising or persistent bleeding following injury, tooth extraction or surgery?	<input type="radio"/>	<input type="radio"/>	_____
Any infectious diseases (including HIV and hepatitis)?	<input type="radio"/>	<input type="radio"/>	_____

**Did you, as a child or since, have:**

Rheumatic fever or cholera?	<input type="radio"/>	<input type="radio"/>	_____
Liver disease (e.g. jaundice, hepatitis) or kidney disease?	<input type="radio"/>	<input type="radio"/>	_____
Any other serious illness?	<input type="radio"/>	<input type="radio"/>	_____
Blood refused by the Blood Transfusion Service?	<input type="radio"/>	<input type="radio"/>	_____
A bad reaction to general or local anaesthetic?	<input type="radio"/>	<input type="radio"/>	_____
A joint replacement or other implant?	<input type="radio"/>	<input type="radio"/>	_____
Treatment that required you to be in hospital?	<input type="radio"/>	<input type="radio"/>	_____
Heart surgery?	<input type="radio"/>	<input type="radio"/>	_____

How many units of alcohol do you drink per week? (a unit is a half pint of lager, single measure of spirits or single glass of wine) \_\_\_\_\_ units per week

Do you smoke any tobacco products now in the past?  Yes  No  In past \_\_\_\_\_ times per day

Do you chew tobacco, pan, use gutkha or supari now or in the past?  Yes  No  In past \_\_\_\_\_ times per day

Completed by:  Self  Parent  Guardian      Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# QUESTIONNAIRE



How did you hear about us? \_\_\_\_\_

Would you describe your job as stressful?  Yes  No

Social History:  Married  Single  Divorced  Other Dependants \_\_\_\_\_

Do you attend the dentist regularly?  Yes  No If not, did you have a previous uncomfortable experience? \_\_\_\_\_

What do you like about going to the dentist? \_\_\_\_\_

Is there anything that worries you about going to the dentist? \_\_\_\_\_

Do you have any concerns at the moment? \_\_\_\_\_

Do you have any discomfort at the moment?  Yes  No If so, what? \_\_\_\_\_

Oral Hygiene: How often do you clean your teeth? \_\_\_\_\_

When: before or after breakfast? \_\_\_\_\_

Manual or electric toothbrush? \_\_\_\_\_

Which products? (floss, tepes, mouthwash) \_\_\_\_\_

How often? \_\_\_\_\_

# AMENDMENTS



Please note that since publication of this brochure, the following amendments have been made:

## **Paying for your treatment**

A 2.5% savings is offered for payments made upfront.

## **Promises and expectations**

We make no charges for appointments changed or cancelled where 48 hours notice has been given.

## **Telephone number**

0844 375 6349