

Important information regarding your future dental care at Bore Street Dental Practice

We are contacting you as a valued patient to share some changes that we are having to make at the practice.

As you may be aware Bore Street Dental Practice has been committed to providing an NHS dental service for many years. However, a chronic lack of investment in NHS dentistry coupled with rapidly rising costs means we are no longer able to provide the care and service you have become accustomed to and remain a viable business.

For many months we have been trying to secure the services of two new NHS dentists. Despite our best efforts we have been unable to fill the vacancies. We are amid a national dental recruitment crisis. This means our patients are waiting longer for both routine examination and treatment appointments. This is not how we wish to look after our very loyal patients, we feel you deserve better.

From 1st December 2023 we will be offering adult patients at the practice continuing dental care on a private basis.

Our decision, although difficult, will allow us to spend more time with you, reduce waiting times for routine dental examinations and treatment appointments and care for you in a relaxed, friendly, and professional environment.

Our team will continue to see all NHS patients until the 30th of November 2023, so if you already have an appointment booked, please keep this. As you will appreciate, we will be prioritising those with urgent needs or who are in the middle of treatment.

We are delighted to announce that the practice has arranged to introduce our own range of dental membership plans to enable you to spread the cost for your routine dental care with a simple monthly direct debit that provides excellent value for money.

Continuing your dental care with us

To minimise the financial impact of these changes we can offer you a range of membership plans starting at £17.90 per month which gives you the following benefits:

- Guaranteed registration with your dentist
- Regular dental examinations
- Full mouth teeth and gum cleans (scale & polish) as necessary
- Diagnostic x-rays as required
- 10% discount off all routine dental treatments, fillings, crowns, dentures etc
- A wider choice of materials used for treatment compared to those available on the NHS
- Global Dental Accident and Emergency Assistance Scheme (to request assistance in the event of a dental trauma/dental emergency/oral cancer)

For adults joining our membership plan there is a one off £8 registration fee which will be added to your first monthly direct debit. Please see the enclosed leaflet for details of the full range of our membership plans. Full terms of our membership plans are available on our website: www.boastreetdentalpractice.co.uk

If you feel that plan membership would not benefit you, you can be seen on a private pay as you go basis in line with fees displayed on our website, please note that there is no global dental accident and emergency cover included with this option, as there is with our membership plans. Please contact us by email or phone so we can update our records should you wish to remain as a private pay as you go patient. Please be assured we will always provide you with an estimate prior to having any treatment. You must attend the practice on a regular basis to maintain your registration.

We will be offering private dentistry to a limited number of adult patients to ensure we may deliver the required level of time and care. We shall stop registering patients to our plan membership list once the maximum level of patients have registered.

What happens next?

Whilst we will still be offering NHS care to all patients until the 30th November 2023, we expect membership of our plan to be in high demand. Therefore, to reserve your place please either:

- Complete and return the enclosed direct debit mandate to the practice
- Email or call the practice to provide your bank details
(plans@boastreetdentalpractice.co.uk)

We will confirm your membership by e-mail. Once your membership has been confirmed you will automatically be entitled to all the benefits included from the start date of your plan.

If you wish to source NHS care at another practice, you can get further information on the NHS website at <https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/>

If you need help, just ask!

Please note we will have additional dedicated members of our team on hand to facilitate your registration and answer any questions you may have from Monday the 4th until Friday the 8th of September. Outside of these dates you can speak to one of our friendly team members.

We would like to take this opportunity to thank you for your continued loyalty to our team and the practice. We hope to see you soon and look forward to continuing to provide you with the very best dental care.

Yours sincerely,

Mr Tim Spooner and Mr Gurminder Gill

Bore Street Dental Practice Ltd

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