

What worries patients about dentistry...



Will it hurt at the time of treatment?

One of the most common things that dentists may do is start treatment before the teeth are numb. We use high quality anaesthetic, which is gently administered to the tooth site.

We will wait until you feel numb before beginning treatment. If this means waiting a while then we are happy to do this. We also offer sedation at our clinic, which has been proven to calm patients nerves. You are not 'knocked out' and we still administer local anaesthetic, however patients cannot remember the treatment.

Will it hurt afterwards?

Modern dentistry does not hurt however you may experience some discomfort after treatments such as extractions or implant procedures, however we will advise you on pain management.

Our Patient Coordinator will call you the following day to double check that you are comfortable and if you need to make an appointment, we will be happy to book this for you.

Will I be able to chew?

We advise that you don't eat or chew for a couple of hours following local anaesthetic, as the numbness may cause you to bite or burn yourself. Your chewing ability will return to normal very soon after treatment, if not immediately.

For more complex treatments such as extractions and implant placement, we advise against chewing on the site, until it has healed to ensure a fast healing period.

Being reprimanded

Traditionally taught dentists have been known to



reprimand but you can be rest assured that our dentists will not tell you off if you haven't been to the dentist in a while.

The most important thing for us is that you feel comfortable attending our clinic- everything else can be fixed relatively easily and efficiently.

Meeting the dentist

You will firstly be met by our Patient Coordinator who will talk you through our clinic and staff, and discuss your dental health with you. You will then be introduced to the dentist and dental nurse, and the Patient Coordinator will stay in the surgery with you.

Our dentists are easy going and very friendly, and will talk to you before examining your teeth.

If at any time you feel uncomfortable, just say and the dentist will stop straight away. Don't be afraid of asking anything.

The equipment

We have the latest, state of the art, modern equipment to improve patient comfort.

We also have a recently renovated surgery, which is located downstairs, to ensure accessibility for disabled patients.



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The instructions

All instructions that our clinical team give you regarding treatments will be explained thoroughly and accurately. We will give the instructions to you verbally, as well as written instructions and ensure that you understand them fully.

If you do not understand or speak English very well, we suggest you bring an interpreter with you who will be able to relay the instructions. If at any time you are unsure of the information you have been given, please ask the dentist or our Patient Coordinator who is on hand to answer your questions.



The drill

Many of our patients bring MP3 players, or their own music with headphones which they can listen to whilst the drill is in operation. We also have music channels on our in-surgery televisions which can limit the noise of the drill.

Currently on the market there is a product known as 'noise cancelling headphones' which are most commonly used on aeroplanes however these would be very effective during dental treatment.

Having injections

We take our time when administering local anaesthetic and we make sure that you are relaxed beforehand. Being tense and uncomfortable can make the situation scarier than it needs to be, therefore time will be spent to ensure a pain free injection.

We can also use topical anaesthetic gel to help numb the skin to ensure maximum comfort during anaesthetic.

What will be done?

When all appointments are booked, regardless of whether they are for consultations or treatments, you will be told exactly what will happen during the appointment, how long it will take and how much it will cost.

Many of our treatments require consent forms to be signed beforehand, indicating that you are aware of what the treatment comprises of. If at any time you are unsure of what will be happening at your appointment, you can contact our Patient Coordinator who is always on hand to answer your questions.

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What worries patients about dentistry...

Why is the treatment needed?

We will take time to explain to you the reasons why the treatment we have proposed is needed. This ensures that you can make an informed decision regarding your dental treatment.

We also have the facility to show you why treatment is needed, as we can project digital x-ray images as well as photographs of your teeth, onto our flat screen televisions. As the dentist is prescribing treatment, you will be able to identify bone loss, cavities, fractured teeth and spaces.

Appointment times

Hereford Dental Clinic is open Monday-Friday, and we offer appointments from 9.15am- 5pm. We will always endeavour to see emergency appointments the same day, often booking through lunchtime and at the end of the day.

Will I have to wait?

Sometimes our dentists run late and this is beyond our control. Our reception team will keep you up to date on the waiting times and offer you a drink. If you need to reschedule your appointment, we will do this as quickly as possible and you will be offered a priority appointment.

Lying down in front of unfamiliar people

Before you are taken to the surgery, and asked to lie back in the chair we will ensure that you are familiar with all members of the dental team whose job it is to look after you.

This means having discussions with you, and getting to know you on a professional basis. We want you to become familiar with all the members of the dental team, so that each visit feels like greeting friends.

Will I be able to work afterwards?

We will always inform you of whether or not you can attend work after an appointment with us. Quite often, for the majority of treatments you are perfectly fine to return straight to work, however we will advise you on how to care for the area immediately after treatment.

For more complex procedures such as implant placements or treatment carried out under intra-venous sedation, we would recommend that you return to work the following day. This is to allow the body to rest and achieve the quickest healing period.



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Fingers and instruments in the mouth

Quite often there is no need to instruments to examine teeth if this is a concern for you, however in situations where it is vital we will show you the instruments before placing them in your mouth.

We also have the facility to take a scanning x-ray which goes round the outside of your mouth and this helps diagnose treatments.

Having to spit in front of someone else

When we ask you to take a rinse, our dental nurses will ensure that you have water and tissues available. She will then turn away and attend to her duties whilst the dentist is writing his notes, therefore no one is looking at you spit. The dental nurse will then give you a mirror so you can check you have nothing around your mouth.

Will I be embarrassed?

Many patients feel embarrassed about their teeth when they attend a dental clinic, especially if they haven't been for a while. It is our job to eliminate this embarrassment as it is important that you look after your teeth. Our staff members are friendly and welcoming and we will never judge you. Take a look at our testimonials page for more feedback from our patients.

How long will it take?

How long your appointment takes really depends upon the treatment, however in all situations we aim to minimise the time taken so that you can get on with your busy schedule.

How do I pay?

We accept all major credit and debit cards, except American Express. We also accept cash and cheques. We offer flexible finance packages from 6 months to 4 years, which makes paying for dental

treatment easy and affordable. The Patient Coordinator will talk you through the process step by step. On acceptance of the finance application, direct debits will be taken from your nominated bank account on a monthly basis whilst you are in treatment.

When do I pay?

The easiest time to pay is when we deliver the treatment plan, as we give a 5% discount for upfront payment. This also means that you can attend appointments at times which are convenient to you and not have to worry about paying. You can also choose to pay after each appointment; therefore once treatment is finished the receptionist will take payment from you at the desk. For treatments under sedation, we require payment before the treatment is started as we are not allowed to take payment once a sedative is administered because you will not remember. We do not want the financial aspect of private dental treatment to be a hindrance to having your dental treatment, therefore please ask our team if you have any questions.



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What worries patients about dentistry...

How much will it be in total?

When you agree to go ahead with treatment you will either be given a treatment plan estimate, which outlines each appointment step by step, and the charge for each appointment or a treatment letter will be sent to you.

Like the treatment plan estimate, the letter will outline the treatments that we propose and the costs involved. This is to ensure complete transparency and to inform you that there are no hidden charges. In certain circumstances where treatment plans need to change and further treatment is required, we will inform you of the additional charges before we start the treatment so that you can give your consent.

Will I look odd afterwards?

After local anaesthetic patients often **feel** that they look puffy and swollen, however you do not look any different. You may feel tired depending on your reaction to the anaesthetic, and a mirror will

be given to you so that you can check the treatment you have had done. Our dental nurses will ensure that any residual material is wiped away from your face, such as impression material.

Finding us for the first time and parking

We have a map available to send through the post or via email, which outlines exactly where the clinic is located. Our reception team are also on hand to help should you get stuck. The clinic has a driveway which can accommodate 6 vehicles, and this can be full on days where all staff members are in.

If this happens, there is a car park directly opposite the clinic, which always has spaces. If you are disabled, please let reception know before your appointment and we will make arrangements to ensure that a car parking space is available for you.



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