

Sandy Lane Dental Practice

Practice fees and payments for patients

Ensuring the prompt collection of fees is crucial to maintaining cash flow and keeping the practice operational. All members of the dental team are responsible for ensuring that patients are fully informed about the fees they are likely to pay and when those payments will be due.

This policy describes the practice procedure for advising patients of the fees payable for their dental care and for collecting payments.

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 in reception on the waiting room notice board, in the practice leaflet and published on the practice website.

Estimates and bills

1. Before any treatment is undertaken, the options available and associated costs are explained in full to the patient, in a way that the patient understands. The patient is allowed time to consider the information provided and to ask questions.
2. A written treatment plan and estimate of the costs are provided for all Band 2 and 3 treatments or any treatment that involves a private fee. (which the patient is asked to sign and then receives a copy of)
3. Details of any fees incurred and payments made are recorded in the patient's clinical records and checked at each visit. Payments that remain outstanding are also recorded. Where appropriate, patients are given an itemised bill.

Payments

4. Our normal policy is that patients are asked to pay in full for all their NHS treatment at the start of an agreed course of treatment.
5. The practice offers patients a range of payment options, including payment by debit / credit card. Card payments are processed by Paymentsense.
6. A further monthly payment scheme called Denplan, by Simplyhealth Professionals is also available at our practice. Please ask your dentist to assess your mouth for a quotation of the monthly payments and terms applicable to you. Leaflets are available in reception about the Denplan Care scheme we offer.

7. From April 2025 NHS costs are:

Band 1 and urgent treatment is **£27.40**

Band 2 is **£75.30**

Band 3 is **£326.70**

If it is agreed with your treating dentist that patients should not pay all the treatment up-front then the following will be implemented:

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For Band 2 treatments the remaining balance is to be paid to book the next appointment (i.e. **£47.90**).

If a Band 3 treatment is prescribed, a minimum of **£80.00** must be paid every visit until the final balance is paid. If just 2 appointments are required, then the balance of payment will be split 50:50 between the appointments. The full balance of **£326.70** must be paid prior to fitting of any restorative work (i.e. crowns or dentures).

8. **Private patients must pay a deposit up front to secure a booking £110.00** for new patients

For longer private courses of treatment, patients may be offered the option to pay for their treatment by instalments as the treatment takes place, or prior to commencement of the treatment.

9. This must be agreed in full by the treating dentist. Full private fees of any restorative work or dentures must be paid prior to fitting.
10. Whenever a payment is taken, the patient will be given a full itemised and dated receipt.
11. If a patient offers to pay part of the full cost, the part payment should be accepted but the patient must be advised that the amount paid is not accepted as full-and-final settlement. The patient should be given a statement showing the original invoice amount and date, the date and amount of the part-payment, and the amount still outstanding.
12. NHS patients will be charged in accordance with the NHS dental charges regulations. Exempt patients will be required to sign NHS forms and provide evidence that they are exempt. Please note that spot checks are done by the NHS fraud department and fines are issued for incorrect exemption claimed.

Outstanding payments

A regular check of the treatments provided against the payments received is undertaken by the management and reminders sent to patients who have missed payments.

If no payment is received within 14 days, a reminder will be sent inviting the patient to contact the practice regarding payment options.

If, following the second reminder, no payment is received, a final reminder letter will be sent, and the patient advised that further failure to make a payment may result in the practice instructing a debt collection agency or taking legal proceedings.

If, following the final reminder, no payment is received, the practice manager and owners will consider how to progress the matter. Action may include the engagement of a reputable debt collection agency or formal legal action. The patient will no longer be offered appointments for treatment at the practice until the debt is paid in full. In extreme circumstances and at the sole discretion of the partners the debt may be written off.

The patient will be informed that, for the purposes of collecting the debt, their details may be passed to a third party.

Reviewed and updated July 2025

Next review July 2026