

## PRIVATE PRACTICE WITH CAPACITY - BBC HD

Dear Mr Collier,

Thanks so much for your interest in joining Yoretown Dental Care and I'm sorry that the phones have been engaged when you've called. We have started to monitor call volumes and service levels recently, so your feedback is most helpful.

We're a family focused practice with a preventative philosophy and we'd be delighted to welcome you all here. We work independently of the Health Service to ensure our patients can enjoy a wider range of treatment options and all routine care is delivered predominantly, through one of our practice membership plans.

You specifically asked about new patient consultations. For an individual, these are delivered in the following two phases, although for a family, there can be variations on the theme with costs adjusted appropriately!

**Phase 1:** Complimentary (45 mins) appointment with Sally, our Patient Care Coordinator. This is done virtually (using Zoom or Facetime) or onsite, depending upon your preference. Primarily, the purpose of this time together, is to give you all the information you need to determine if we are the right practice for your family. Should you be comfortable taking things forward we would then:

- 1) Take a full medical history
- 2) Complete a personal dental assessment to understand your specific requirements
- 3) Match you with the clinician of your choice
- 4) Book the clinical consultation
- 5) Process the clinical consultation fee of £150

**Phase 2:** Clinical consultation (45 mins) in-practice with your chosen clinician and will include the following:

- 1) Clinician review of documentation from Phase 1
- 2) Full clinical assessment using our 18-point health check (information attached)
- 3) Any x-rays and photographs that may be required
- 4) Membership plan considerations (information attached)

The purpose of this consultation is to give you options, where necessary, for achieving your dental fitness and most importantly keeping you there. Maintaining healthy teeth and mouths is our core focus. Our primary objective is to keep you smiling and ensure that you need as little treatment as possible!

I appreciate you might be looking around and perhaps contacting other practices, so in the first instance, I'd love to invite you to a virtual (using Zoom or FaceTime) or onsite meeting. My main aim is to ensure you have all the information you need to decide if we're the practice you're looking for.

In terms of getting together virtually or onsite, what would work best and when are good days and times for you?

If you'd prefer to use the telephone in the first instance, please call me on the direct number below. I look forward to hearing from you as to how you'd like to proceed and once again, many thanks for considering us.

Kindest regards

**Jenny Seagrove**

Practice Manager

07734 564355

[jenny.s@ytdc.com](mailto:jenny.s@ytdc.com)

## **PRIVATE PRACTICE WITH CAPACITY**

Hi Alison,

Thanks so much for your interest in joining Yoretown Dental Care. We'd be delighted to see you all here! A very warm welcome to the area and many congratulations on your baby. I trust you're all settling in well and getting enough sleep!

We're a family focused practice with a preventative philosophy. Maintaining healthy teeth and mouths is our core focus, even for little babies (it's never too early to start looking after your teeth, even if they're only just coming through!).

Our primary objective is to keep you smiling and ensure that you need as little treatment as possible! We are very relaxed, so all our dentists and hygienists have the time to understand your individual needs and concerns.

We work independently of the Health Service to ensure our patients can enjoy a wider range of treatment options and all routine care is delivered predominantly, through one of our practice membership plans.

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Kindest regards

**Jenny Seagrove**  
Practice Manager  
07734 564355  
jenny.s@ytdc.com

## **PRIVATE PRACTICE WITH NO CAPACITY**

Hi Alison,

Thanks so much for your interest in joining Yoretown Dental Care and we'd be delighted to see you all here! A very warm welcome to the area and many congratulations on your baby. I trust you're all settling in well and getting enough sleep!

We're a family focused practice with a preventative philosophy. Maintaining healthy teeth and mouths is our core focus, even for little babies (it's never too early to start looking after your teeth, even if they're only just coming through!).

Our primary objective is to keep you smiling and ensure that you need as little treatment as possible! We are very relaxed, so all our dentists and hygienists have the time to understand your individual needs and concerns.

The Covid restrictions of the last two years, have resulted in us experiencing a very high demand for new patient appointments and at the same time, we are managing a back log of routine examinations and treatment. As a private practice, our first responsibility is to our existing member clients, who have supported us so loyally during these difficult times. Consequently, new patient appointments are now available from September.

I appreciate you might be looking around and perhaps contacting other practices, so in the first instance, I'd love to invite you to a virtual (using Zoom or FaceTime) or onsite meeting. Current lead times aside, my main aim is to ensure you have all the information you need to decide if we're the practice you're looking for.

In terms of getting together virtually or onsite, what would work best and when are good days and times for you?

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