

Payment policy

NHS

Patient charges are a contribution payment which is set by the NHS and not Abney Dental Practice. Abney Dental Practice collects payments on behalf of the NHS and any increase in NHS prices has no financial benefit to the business. If you pay towards your NHS treatments, our practice payment policy is as follows:

Band 1: payment will be taken after your initial examination or emergency appointment.

If you cannot pay after you have had your appointment, you will not be able to book any further appointments until the payment has been made.

Band 2: payment of any remaining balance will be taken after your first treatment appointment.

If you cannot pay after you have had your appointment, you will not be able to book any further appointments until the payment has been made.

Band 3: payment of remaining balance will be taken at the appointment prior to the completion stage of the treatment. This ensures the practice is able to cover the laboratory fees involved.

If you cannot pay after you have had your appointment, you will not be able to book any further appointments until the payment has been made.

Private

If any appointment involves private consultations/treatments, a non-refundable deposit will be taken. This deposit will be retained in cases of missed appointments, late cancellations or late attendances (where by there is insufficient time to carry out treatment). If appointments are completed, the deposit will go towards your total cost of treatment. This fee is based on loss of income to the practice and clinician.

The dentist or reception team may ask for the full payment upfront or a percentage of the full cost depending on the treatment required. Please speak to your dentist for further information.

If you have set up a finance plan with Tabeo, any payment issues must be dealt with them directly.