

Enanee Dental Practice
505-507 Southchurch Road
Southend on Sea
SS1 2PH

Enanee Dental Practice Working Together Policy

At Enanee Dental Practice, we are committed to providing the highest possible standard of care. A key part of this commitment is working in partnership with you - our patient. This collaboration helps us understand your individual needs and deliver care that's tailored, respectful, and effective.

Treatment Plans

Your dentist will carry out a thorough clinical examination and recommend a treatment plan suited to your needs. This includes:

- A clear explanation of the proposed treatment
- An estimate of costs
- Discussion of any relevant risks and available alternatives
- Use of photographs or visual aids where helpful

We encourage you to ask questions at any stage. If you're unsure about any aspect, your dentist can provide written information to take home.

Most treatments aim to remove disease and restore oral health. To maintain results, it's important to follow the advice given by your dentist or hygienist. Good home care helps prevent future problems and supports a healthy, confident smile.

An estimate and treatment plan will be provided for all treatments requiring more than one visit (excluding hygienist appointments).

Appointment Times

We offer flexible appointment slots, including early mornings and late evenings on selected days.

If you need to cancel, please give us as much notice as possible so we can offer your slot to another patient. Appointments cancelled with less than 24 hours' notice may incur a charge of all monies deposited towards the scheduled treatment cost.

Preventive Care

Prevention is the foundation of good oral health. Your dentist and hygienist will support you with:

- Oral hygiene advice
- Dietary guidance/suggestion (especially around sugar intake)

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- Regular check-ups and cleanings

Confidentiality

We take your privacy seriously. Patient records are maintained in strict confidence, in line with our Confidentiality, Data Protection, and Data Security policies. If you'd like more information, please ask.

Paying for Your Dental Care

We offer several payment options:

- Credit and debit card payments
- Instalment plans (by prior arrangement)
- Monthly payment plans via "Enanee Dental Plans" or Denplan

Payment is typically made at the start of treatment or in stages at each appointment. In some cases, full payment may be accepted at the end of treatment. For dental implants, crowns, veneers, bridges, or dentures, a deposit will be required in advance.

Repairs and Replacements

While our treatments are delivered to the highest standards, occasional repairs or replacements may be necessary.

- We offer free repairs or replacements if a treatment fails and care guidelines have been followed.
- Refunds may be considered in certain cases. Please refer to our Cancellation Policy for details.
- If you experience any difficulty, contact us promptly so we can resolve the issue.

Feedback and Comments

Your feedback helps us improve. If you have any comments or concerns about your care or service, please speak with Dr. Ukata or the designated team member.

Practice Team Responsibilities

We expect all members of our practice team to uphold this Working Together Policy. These standards form part of their employment or service contracts and reflect our shared commitment to safe, respectful, and high-quality care.