

Referral service Guarantee



We value the trust you place in us to provide your patients with the best possible referral treatment and care, and you with the best possible referral service.

To pledge our commitment to this, we have written a referral guarantee that puts your interests and those of your patients first.

1. Our priority is to ensure that your patient receives the best treatment and care available, in terms of quality and value for money.
2. On receipt of your referral form we will contact your patient immediately and see them for a referral examination within five working days.
3. If we recommend alternative or additional treatment to the treatment you referred them for, we will contact you before proceeding.
4. We will provide your patient with a treatment plan and an estimate of how much the treatment will cost.
5. We will discuss the treatment plan in detail with your patient, so that they fully understand what their options are and can make a well-informed decision.
6. If requested we would be happy to discuss the treatment plan in detail with you, prior to your patient having to make a decision.
7. We will keep you fully informed throughout your patient's treatment, so that you can discuss it with them at any time.
8. In the rare event of post-treatment complications, we guarantee that your patient receives remedial care as a priority.



Ellie Ledger (dental surgeon)



Gill Kemp (dental surgeon)



Toby Mitchell-Innes (dental surgeon)

9. We never solicit the business of any referral patient beyond the scope of the referral work itself. In the rare case that a referral patient requests to transfer to us, we always advise them that is our policy NOT to encourage referral patients to join us, and that they should discuss their future treatment and care with their dentist first.

10. We will do all we can to help strengthen the professional relationship you have with your patient, including highlighting the fact that we work in partnership with you and that you remain fully informed at all times.

Dr Eleanor Ledger BDS (Wales) FDS RCS (England)



Nicola Robinson



Erlind Pepla