

KEEP US INFORMED

If you change any of your personal details, telephone numbers, address or email address please let us know as soon as possible. This helps us keep our records up to date and our recall system more efficient please contact the surgery via email reception@dentalexpressedinburgh.co.uk or 01316693333.

YOUR OPINION COUNTS

Dental Express Value your feedback. The staff are always happy to hear your comments as we endeavour to constantly improve and provide an excellent service. If you do wish to make a complaint or have any questions regarding our complaints procedure, please see reception or send an email to the above email address for the attention of the practice manager.

EMERGENCY / OUT OF HOURS SERVICE

If you are in pain during our surgery hours, please contact us and we will be able to Triage symptoms and offer the best advice or suitable time to attend.

If you are a registered patient and have symptoms out with Surgery hours, please call the practice and our answering machine service will advise you on how to obtain emergency treatment. NHS patients can call NHS 24 on 111 to be seen out of our surgery hours.

INTERPRETATION SERVICES

For NHS patients who's first language isn't English there is an interpretation service provided by the NHS available to assist yourself or a family member. We can arrange this or you may wish to do this yourself interpretation services are provided either over the telephone or in some cases face to face.

We also can provide leaflets about the NHS in several languages and will always do our best to find the language you require.

Dental Express

Personalised dental care



0131 669 3333



reception@dentalexpressedinburgh.co.uk



www.dentalexpressedinburgh.co.uk

SURGERY HOURS

Monday	9.00am - 5.00pm
Tuesday	9.00am - 5.00pm
Wednesday	9.00am - 5.00pm
Thursday	9.00am - 5.00pm
Friday	9.00am - 3.30pm

SOCIAL MEDIA



DentalExpressEdinburgh



DentalExpressEdinburgh

TO ALL OUR PATIENTS

We would like to take this opportunity to thank you for entrusting us with your dental care.

For over 30 years our owner Anne Saxby has been providing dental treatment to portobello and the surrounding area. We are proud to remain a fully independent practice with a dedicated focus on patient care and experience.

The surgeries have been equipped to create a comfortable and hygienic atmosphere in which to treat you. There are two accessible surgeries on the ground floor and a further 4 surgeries on the lower level.

WE AIM TO..

- Provide all patients with a high quality of service that meets there needs and wishes, while working in line with our professional standards.
- Respect patients and ensure that they are treated with honesty and integrity, in complete confidence and in comfortable surroundings.
- Promote oral health at all times as we believe that prevention is the key to excellent dental health

WHAT WE OFFER

Cosmetic Dentistry

Dental Implants

Invisalign

Composite Bonding

Tooth whitening

Facial Aesthetics

TREATMENT AND CHARGES

If you pay for your dental treatment either NHS or Private, we request that you pay for your treatment in full after each appointment. We may ask for a deposit to be paid for certain appointments and for appointments involving lab work we will ask for payment in full before completion.

If you are an NHS patient you may qualify for full or partial exemption. Please see reception if you have any questions regarding NHS fees or exemptions. We will always give you the option to have your treatment done privately

If you are part of our Membership Plan then you will receive up to 10% off any dental treatment required (20 % for treatment over a certain amount not including dental implants)

DENTAL MEMBERSHIP

Our membership plan is designed for our patients who wish to maintain their oral health while offering a simple, flexible way to spread the cost of their private dental care.

Our membership plan ensures that you have access to top quality dental care and encourages regular attendance at the practice enabling us to help prevent dental problems in the future.

MEMBER BENEFITS

- Regular Dental and Hygiene appointments focus on prevention and early detection of caries
- Convenient direct debit instalments
- Family discount on all plans
- Access to the DEAS (Dental emergency assistance support that covers you worldwide for emergency dental care)

If you have not already joined our Dental Plan and would like to please see one of our reception team.



ASSOCIATES

Kevin Houston
BDS Glasgow 1990

Laura Fleming
BDS Glasgow 2006

Simon Atkinson
BDS Newcastle 1997

Lynsey Young
BDS Dundee 2022

William Appelkvist
BDS Gothenburg 2023

HYGIENE/THERAPISTS

Natalie Fitzpatrick
BSC (Hons) Edinburgh 2015

Liza Blinova
BSC (Hons) Newcastle 2023

IMPLANTOLOGIST

Kevin Bruce
BDS Glasgow 1995
FDSRCS Glasgow 1999

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SOCIAL MEDIA

We can be found on **Facebook & Instagram** where we enjoy using the site to promote any new products, procedures or competitions. Please like us on there and look out for any promotions.

 **DentalExpressEdinburgh**

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310-312 Portobello High Street
Edinburgh EH15 2DA

www.dentalexpressedinburgh.co.uk



As an independent practice we do have a policy in place where charges will be applied for late cancelations and failed appointments. If you need to cancel or change an appointment, we require a minimum of 24 hours notice or a charge will apply this charge will be £1 per minute for the duration of the appointment time. We do appreciate that unforeseen circumstances arise from time to time, however our dentists are self-employed and such charges are unavoidable in order to maintain our business and continue to provide excellent patient care.

Our Dentists will always try their best to run on time and keep patients updated but sometimes running late is unavoidable. We do ask that you attend your appointment on time as arriving late can have a knock-on effect for the patients after you. You will receive an email reminder about your next appointment these are automated however you should not rely on these as sometimes this service is unavailable. Ultimately the responsibility to attend or give 24 hours notice is yours.

