



## **General Considerations and expectations before embarking on NHS Orthodontic Treatment.**

Orthodontics is what we do every day, and we love to see the smiles on our patient's faces when their braces come off, having achieved a fantastic result. To achieve these results involves the whole team here at the practice but most importantly the patients and their family's support and understanding. Therefore, we have highlighted some things to consider before consenting to have a brace. Please read the information and feel free to ask any questions when you come for your initial assessment.

### **Who is involved in treatment.**

Our practice only uses qualified professionals who are overseen by The Specialist Orthodontist, **David Gale** including Dental nurses, Dental therapists, Orthodontic therapists and administration staff. You will be looked after by all the team throughout your treatment. Your dentist who has referred you for Orthodontics, is also part of the treatment process. We will liaise with your dentist, and he/she would carry out routine dental treatment, hygiene instructions and orthodontic extractions when necessary. It is your dentist not your orthodontist who is responsible for carrying out orthodontic extractions, but **only** under written instructions from your orthodontist.

### **Cost that can be incurred when embarking on a course of NHS orthodontics, these can include;**

1. Travel expenses and parking to come to appointments every 12 to 16 weeks for an average of 18 months.
2. Parents/carers loss of earnings to take time out to bring patients to appointments.
3. Self-care sundries e.g. Toothbrushes, dis-closing tablets, mouthwash and retainer cleaner etc.
4. Replacement of lost or broken appliances, this is associated with removable appliances. Under Regulation 11 of Dental services the patient must pay for the replacement of a lost or broken appliance directly to the Orthodontic practice. A refund can then be applied for upon receipt of the payment if you qualify under your circumstances. If you need a replacement for a lost or broken NHS dental appliance (denture, bridge, or orthodontic appliance) your dental practice will charge you. (Please ask for current NHS charges)

You will have to pay even if you normally qualify for free or reduced cost NHS dental services, but you can claim a refund if:

- a) paying the charge caused you undue financial hardship, or
- b) you took reasonable care of the appliance.

To claim a refund please download and print the form [FP17R11](#) and send it along with your receipts to **NHSBSA, 1 St Anne's Road, Eastbourne, East Sussex, BN21 3UN**. Please make sure you complete part E with details of how the appliance was lost or broken.

5. Long term costs of replacement retainers.

## Terminating treatment before completion.

- It is always our intention to complete your treatment to the best outcome possible, occasionally it becomes necessary to remove the brace before completion to safeguard the health and wellbeing of the patient, the most common reasons for this are:
- **Decalcification.** This is when the patient causes damage to their teeth by having poor oral hygiene techniques (not cleaning properly) and too much sugar or acid in their diet. It shows as permanent white marks on the teeth. We give diet and cleaning instructions throughout treatment and will warn you if we are concerned about this. Failure to improve when instructed can lead to the brace being removed before completion.
- **Failure to attend appointments.** Continued poor attendance can result in the brace being removed before completion of treatment as we cannot be held responsible for an unsupervised appliance. An unsupervised appliance can cause permanent harm to your teeth and gums. **Late arrival** for appointments may result in re-scheduling which can delay your treatment. Please arrive early as sometimes forms need to be filled in.
- **Gum recession** may result in the brace being removed early either fully or partially. This can be caused by poor oral hygiene. Some patients can be at a higher risk than others due to a traumatic bite, a thin gum at the start of treatment or chewing habits.
- **Root shortening** can occur in some people without warning which would indicate the need to remove the brace early. Patients who have short roots before the start of treatment can be at a greater risk and will be advised of this. Patients who have short roots can successfully have treatment if the roots are closely monitored.
- **Threatening or abusive behaviour** will not be tolerated within the practice; patients who have a problem can speak to a member of the team or refer to our complaints policy. Continued poor behaviour could result in the brace being removed, although we are happy to say this has never happened at our practice so far.
- **Do not hesitate to contact the team if you need help with understanding any information or would like the information in a different format. Please advise us as soon as possible if you have any communication difficulties or disabilities that you will need help with.**