

GRAYSTONE REFERRAL CENTRE Patient Terms & Conditions

Private Specialist Dental Care

Effective date: 23/09/2026

Welcome to Graystone Referral Centre

At Graystone Referral Centre, we are committed to providing high-quality specialist dental care in a calm, welcoming and supportive environment.

We aim to ensure that every patient receives clear information about their treatment, understands their options and feels confident in the care they receive.

These Terms & Conditions explain how our practice operates, what you can expect from us and your responsibilities as a patient.

Please read this document carefully before attending your appointment. If you have any questions or require assistance understanding any part of these terms, our team will be pleased to help.

Nothing in these Terms & Conditions affects your statutory rights or the professional responsibilities of our clinical team.

1. Scope of Our Services

1.1 Graystone Referral Centre is a fully private specialist dental practice providing specialist consultations, investigations and treatment. We do not provide any NHS services or referrals to the NHS.

1.2 We accept patients referred by dental and medical professionals, as well as patients who contact us directly through self-referral.

1.3 We do not provide routine general dental care or operate as a general emergency dental service.

1.4 Our consultations and treatment are directed towards the specific specialist care agreed with you. They do not replace comprehensive general dental examinations or routine dental care.

1.5 Attending Graystone Referral Centre does not constitute registration as a general dental patient.

1.6 Patients should continue to attend their general dental practitioner for routine dental examinations, preventive care and treatment outside the scope of their specialist care at Graystone Referral Centre.

1.7 If our clinicians identify additional dental or medical concerns during your specialist assessment or treatment, we will explain the findings and recommend appropriate further assessment or care where necessary.

1.8 We reserve the right to decline treatment that falls outside our scope of services or that our clinicians consider clinically inappropriate. Where appropriate, we will advise you about alternative care arrangements.

2. Referrals and Communication with Your Dentist

2.1 Where you have been referred by another dental or medical professional, we will communicate relevant clinical findings, treatment recommendations and treatment outcomes to your referring clinician, unless you specifically advise us to the contrary.

2.2 Where you have contacted Graystone through self-referral, we may recommend that relevant clinical information is shared with your regular dentist to support the continuity and safety of your care.

2.3 We will request relevant dental records, radiographs, medical information or clinical reports from other healthcare professionals where necessary for your assessment or treatment, unless you specifically advise us to the contrary.

2.4 Clinical information will be shared in accordance with applicable confidentiality and data protection requirements.

2.5 If you do not have a regular general dental practitioner, we recommend that you arrange ongoing general dental care independently.

2.6 If your specialist clinician considers that additional treatment is required outside the original referral, this will be discussed with you before any further treatment is arranged.

3. Patient Responsibilities

To help us provide safe and effective care, we ask that you:

3.1 Provide accurate and up-to-date personal, dental and medical information.

3.2 Inform us of any changes to your health, medications, allergies, pregnancy status or other circumstances that may affect your treatment.

3.3 Complete the medical history and other relevant forms requested before your appointment.

3.4 Inform your clinician of any concerns, symptoms or complications that arise during or following treatment.

3.5 Follow the clinical and postoperative advice provided, including recommendations concerning medication, oral hygiene, diet and activity.

3.6 Attend recommended specialist review and maintenance appointments or discuss alternative arrangements with your clinician.

3.7 Continue to attend your general dental practitioner for routine dental examinations and general dental care.

3.8 Inform us as soon as possible if you are unable to attend an appointment or wish to discontinue treatment.

We recognise that patients' circumstances vary. If you have difficulty following any aspect of your treatment or aftercare plan, please contact us so that we can discuss appropriate alternatives.

4. Appointments

4.1 All appointments are subject to clinician availability and the nature of the specialist care required.

4.2 We will endeavour to accommodate your preferred appointment times wherever possible.

4.3 Relevant forms and appointment information will normally be sent electronically. If you are unable to receive or complete documents by email, please contact our reception team so that alternative arrangements can be made.

4.4 We ask that you arrive approximately 15 minutes before your appointment, particularly for your first visit or where additional administrative or clinical preparation is required.

4.5 If you arrive late, we will make reasonable efforts to accommodate you. However, your appointment may need to be shortened or rescheduled where there is insufficient time to provide treatment safely and effectively.

4.6 Where a late arrival results in an appointment being cancelled or rescheduled, the applicable cancellation policy will apply.

4.7 If Graystone needs to cancel or reschedule your appointment, we will inform you as soon as reasonably possible and offer an alternative appointment.

4.8 Where Graystone cancels an appointment and cannot provide the agreed service, any advance payment relating to treatment not provided will be refunded or, with your agreement, transferred to a future appointment, subject to your statutory rights.

5. Treatment Planning and Consent

5.1 Your specialist clinician will assess your clinical needs and discuss the proposed treatment with you.

5.2 Before treatment begins, we will explain the nature and purpose of the proposed treatment, its expected benefits, material risks, reasonable alternatives and likely costs.

5.3 Where appropriate, you will receive a written treatment plan and estimate setting out the proposed treatment and anticipated fees. For complex and/or lengthy care we will be able to provide a range of fees only.

5.4 The treatment plan and estimate will be based on the clinical information available at the time of assessment.

5.5 Occasionally, further investigations or findings during treatment may indicate that the proposed treatment requires modification or cannot proceed as originally planned.

5.6 Where a material change to your treatment plan or estimated costs becomes necessary, your clinician will explain the findings, available options and financial implications. An updated written treatment plan will be provided where required, and your consent will be obtained before proceeding with the revised treatment.

5.7 You are encouraged to ask questions and take the time you need to understand your treatment options before making a decision.

5.8 You have the right to decline proposed treatment or withdraw your consent at any stage.

5.9 Where treatment-specific consent forms are required, these will be provided separately. Signing these Terms & Conditions does not constitute consent to any particular clinical procedure.

6. Treatment Outcomes, Complications and Guarantees

6.1 All healthcare treatments carry inherent risks and limitations. The outcome of treatment may be influenced by factors including the nature and severity of the condition, individual healing responses, underlying health, oral hygiene and ongoing maintenance.

6.2 Your clinician will explain the material risks and limitations relevant to your proposed treatment.

6.3 Although we aim to achieve the best possible clinical outcome, no particular treatment outcome or lifespan can be guaranteed unless an express written guarantee has been provided.

6.4 Occasionally, additional investigations, treatment or further clinical procedures may be required because of unexpected findings, disease progression, healing responses or complications.

6.5 If you experience an unexpected problem or have concerns about treatment provided by Graystone, please contact the practice promptly so that we can assess the situation and discuss appropriate management.

6.6 Where further or remedial treatment is recommended, we will explain the available options and any proposed charges before proceeding.

6.7 Where a concern relates to the standard of care provided, we will investigate it appropriately and discuss a fair resolution in accordance with our professional responsibilities and applicable law.

6.8 Nothing in these Terms & Conditions excludes or restricts our liability for negligence, treatment not provided with reasonable care and skill, or any other liability that cannot lawfully be excluded.

7. Postoperative Care and Clinical Complications

7.1 Following treatment, you will receive appropriate postoperative advice and instructions relevant to the procedure undertaken.

7.2 Please follow these instructions carefully and contact Graystone if you experience unexpected symptoms, complications or concerns.

7.3 Where a complication may be related to treatment provided by Graystone, we will assess your concerns and advise on appropriate clinical management.

7.4 Depending on the circumstances, this may include providing clinical advice, arranging a review appointment, recommending further treatment or directing you to another appropriate healthcare provider.

7.5 Patients may require additional postoperative or specialist review appointments. Your clinician will explain the recommended arrangements and any applicable fees.

7.6 Please do not delay seeking urgent medical or dental assistance where symptoms are severe or rapidly worsening.

8. Emergency Dental Care and Out-of-Hours Arrangements

- 8.1 Graystone Referral Centre does not provide an emergency general dental service.
- 8.2 We are unable to offer emergency treatment for dental problems unrelated to the specialist care provided by Graystone, unless a clinician has expressly agreed to provide such care.
- 8.3 If you experience a concern or complication that may be associated with treatment undertaken at Graystone, please contact the practice promptly during our normal opening hours.
- 8.4 We will assess your concerns and advise on appropriate clinical management, including arranging a review where clinically indicated.
- 8.5 Outside our normal opening hours, patients should follow the postoperative and out-of-hours arrangements provided with their treatment information.
- 8.6 Where urgent dental care is required and Graystone is unavailable, patients should seek assistance from an appropriate urgent dental care provider. NHS 111 may be contacted for guidance on accessing urgent care.
- 8.7 In the event of a life-threatening medical emergency, including severe breathing difficulties, uncontrolled bleeding or rapidly progressing swelling affecting breathing or swallowing, call 999 immediately.
- 8.8 Our emergency and postoperative arrangements will be explained to patients as appropriate to the treatment being provided.

9. Fees and Payment

- 9.1 Graystone Referral Centre is a fully private dental practice. All consultations, investigations and treatment are provided on a private-fee basis.
- 9.2 We will provide clear information about the anticipated cost of your treatment before it begins.
- 9.3 Consultation fees and other relevant charges will be communicated when your appointment is arranged.
- 9.4 Payment for consultations and treatment is normally due at the time the service is provided, unless an alternative payment arrangement has been agreed in advance.
- 9.5 For complex or multi-stage treatment, we will require a deposit or agree a staged payment schedule. The relevant arrangements will be explained before treatment commences.
- 9.6 We accept major debit and credit cards (except American Express). We accept cash up to and including £200 only, per transaction.
- 9.7 Additional investigations, procedures or treatment that were not included in the original estimate may incur additional charges. These will be explained and agreed before the additional treatment is undertaken, except where immediate action is clinically necessary and otherwise lawful.
- 9.8 If you have any concerns about the cost of treatment, please discuss these with our team before proceeding.
- 9.9 Where payment is overdue, we will contact you to discuss the outstanding balance and seek an appropriate resolution.
- 9.10 Any debt recovery action will be undertaken reasonably and in accordance with applicable law.

10. Appointment Deposits and Cancellation Policy

10.1 All appointments require a deposit to secure the allocated clinical time.

10.2 The amount and applicable cancellation arrangements will be explained before the appointment is confirmed.

10.3 We ask that patients provide at least three working days' notice when cancelling or rescheduling a standard appointment.

10.4 For the purposes of this policy, working days are Monday to Friday, excluding bank holidays.

10.5 Where an appointment is cancelled or rescheduled with less than three working days' notice, or a patient fails to attend, a cancellation or non-attendance charge applies.

10.6 The applicable charge will be explained when your appointment is booked and will reflect the practice's reasonable anticipated losses arising from the cancellation, taking account of costs saved and any reasonable opportunity to reallocate the appointment.

10.7 Where a deposit has been paid, an applicable cancellation charge will be deducted from that deposit. We will not retain a deposit and impose a separate charge in a way that results in double recovery of the same loss.

10.8 Where sufficient notice is provided, any appointment deposit will be refunded or, with your agreement, transferred to a future appointment, subject to any separately agreed and lawful charges for work already undertaken.

10.9 Patients who wish to cancel or reschedule an appointment should contact the practice as soon as possible.

11. Intravenous Sedation and Medical Anaesthetist Appointments

11.1 Where intravenous sedation is recommended or requested, your suitability will be assessed by the appropriate clinician.

11.2 IV Sedation will be provided in conjunction with an appropriately qualified medical anaesthetist or Sedationist, according to the arrangements agreed for your treatment.

11.3 Patients must follow the specific preparation, fasting, medication and postoperative instructions provided by the sedation team.

11.4 An appropriate responsible adult escort and postoperative supervision may be required. The relevant arrangements will be explained before your appointment.

11.5 Sedation may need to be postponed or cancelled where the clinical team considers that proceeding would present an unacceptable risk to patient safety.

11.6 Sedation appointments involving a medical anaesthetist or Sedationist are subject to an extended cancellation notice period because of the additional clinical resources and preparation required.

11.7 The applicable cancellation notice period is a minimum of 7 days. There will be a delay in rebooking the appointment.

11.8 Patients will receive separate sedation information and consent documentation relevant to their proposed treatment.

12. Laboratory Work and Bespoke Dental Appliances

12.1 Certain specialist treatments require individually manufactured dental appliances, restorations, prostheses or implant components.

12.2 Where bespoke laboratory work is required; the anticipated costs and relevant treatment arrangements will be explained before the work is commissioned.

12.3 Once laboratory work has commenced, cancellation or changes to the agreed treatment will result in charges for work already reasonably undertaken or costs that cannot reasonably be avoided.

12.4 Any such charges will be assessed fairly and will not exceed the amount recoverable under applicable consumer law.

12.5 Where a laboratory-made restoration or appliance requires adjustment, repair or replacement, your clinician will assess the circumstances and explain the appropriate options and any applicable costs.

12.6 Nothing in this section affects your statutory rights in relation to treatment or appliances that do not meet the applicable legal requirements.

13. Discontinuation or Incomplete Treatment

13.1 You have the right to decline treatment or withdraw your consent at any stage.

13.2 If you decide not to proceed with a recommended treatment, your clinician will explain any relevant clinical consequences and alternative options.

13.3 Where treatment has already commenced, discontinuing treatment may create additional clinical risks or require further care to maintain your oral health.

13.4 We will explain any recommended measures needed to ensure that treatment is discontinued as safely as reasonably possible.

13.5 You will remain responsible for the agreed charges for treatment already provided and any other reasonable, lawfully recoverable costs arising from the cancellation of the remaining treatment.

13.6 Any advance payments for treatment not provided will be reviewed, and the appropriate balance will be refunded in accordance with your statutory rights and the applicable cancellation arrangements.

13.7 Where appropriate, we will provide relevant clinical information to your general dental practitioner or another healthcare professional to support continuity of care.

14. Specialist Follow-Up, Maintenance and Discharge

14.1 Graystone Referral Centre provides specialist care for the condition or treatment agreed with you.

14.2 Your clinician will advise you about any recommended specialist review appointments, postoperative assessments or ongoing maintenance requirements.

14.3 The duration and frequency of specialist follow-up will depend on your individual clinical needs and the treatment undertaken.

14.4 Some patients, including those receiving periodontal, implant or complex restorative treatment, may require ongoing specialist maintenance or periodic review.

14.5 Where ongoing specialist care is recommended; your clinician will explain the proposed arrangements and any applicable fees.

14.6 When active specialist treatment and any agreed specialist follow-up have been completed, you will normally be discharged from the relevant episode of care.

14.7 Where appropriate, a clinical report will be provided to your referring or nominated dentist, outlining the treatment undertaken and recommendations for continuing care.

14.8 Discharge from Graystone does not remove the need for ongoing general dental examinations, preventive care or recommended maintenance.

14.9 Patients remain responsible for arranging routine dental care with their general dental practitioner.

14.10 Where a patient does not attend recommended review or maintenance appointments, we will explain any relevant clinical implications and, where appropriate, communicate recommendations for continuing care.

15. Children and Patients Requiring Additional Support

15.1 We welcome children and patients who may require additional support during their specialist care.

15.2 We will make reasonable adjustments to accommodate individual needs and support patients in understanding their treatment options.

15.3 Consent for treatment will be obtained from the patient or an appropriate person with parental responsibility or other lawful authority, according to the patient's age, capacity and the applicable legal requirements.

15.4 Children and young people will be involved in decisions about their care in a manner appropriate to their understanding and circumstances.

15.5 Parents and carers may be asked to accompany children or patients requiring support where this is necessary for safe and effective care.

15.6 Where a parent, guardian or another person agrees to be financially responsible for treatment, the relevant payment arrangements will be confirmed before treatment commences.

15.7 If you or someone attending with you requires additional assistance, please inform our team so that appropriate arrangements can be considered.

16. Respectful Behaviour and Professional Relationships

16.1 We are committed to maintaining a calm, respectful and supportive environment for patients, visitors and members of our team.

16.2 We ask all patients, parents, carers and visitors to treat our team and others with courtesy and respect.

16.3 Threatening, abusive, discriminatory or violent behaviour will not be tolerated.

16.4 Where behaviour presents a risk to the safety or wellbeing of patients or staff, we will take appropriate action, including postponing treatment or ending the professional relationship where justified.

16.5 Before deciding to discontinue care, we will consider the individual circumstances, any relevant support needs, patient safety and our professional responsibilities.

16.6 We will not discontinue a patient's care solely because they have raised a complaint or expressed a concern about their treatment.

16.7 Where a professional relationship must be ended, we will explain the decision and take appropriate steps to support continuity of care, including providing relevant clinical information or facilitating alternative arrangements where necessary.

17. Confidentiality, Clinical Records and Data Protection

17.1 Graystone Referral Centre is committed to protecting the confidentiality and privacy of patient information.

17.2 We collect and process personal information, medical and dental histories, clinical records, radiographs, photographs and other relevant information for the purposes of providing safe and effective care and administering our services.

17.3 We process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018.

17.4 Where appropriate, relevant clinical information may be shared with your referring dentist, general dental practitioner, other healthcare professionals, dental laboratories or service providers involved in your care.

17.5 Information will only be shared where there is an appropriate lawful basis and in accordance with our professional duties of confidentiality.

17.6 We use clinical information for legitimate clinical governance, audit, education and professional development purposes where permitted by law and applicable professional standards.

17.7 Identifiable patient information, photographs or videos will not be used for advertising or promotional purposes without appropriate separate consent.

17.8 You have rights in relation to your personal information, including rights of access, rectification and, in certain circumstances, erasure or restriction of processing.

17.9 Requests concerning personal information will be considered in accordance with applicable law. Clinical records may need to be retained for legal, regulatory and professional reasons.

17.10 Further information about how we collect, use, store, retain and share personal information is available in our separate Privacy Notice.

18. Clinical Photography and Marketing

18.1 Clinical photographs and videos may be taken where appropriate for diagnosis, treatment planning, clinical records, monitoring or communication with other healthcare professionals.

18.2 The clinical purpose of photography will be explained to you, and appropriate consent will be obtained.

18.3 Identifiable photographs, videos or testimonials will not be used for marketing, advertising, social media or other promotional activities without your separate, specific consent.

18.4 Declining consent for promotional use will not affect your access to treatment or the standard of care you receive.

18.5 You may withdraw consent for future promotional use at any time by contacting the practice. We will explain any limitations affecting material that has already been published or distributed.

18.6 Further information will be provided through our separate clinical photography and marketing consent documentation.

19. Patient Feedback and Complaints

19.1 We aim to provide high-quality specialist dental care and exceptional patient service. We welcome feedback and use it to continually improve our services.

19.2 If you have any concerns about your treatment or experience at Graystone, please inform a member of our team.

19.3 Formal complaints may be directed to our Complaints Manager, Sarah Robinson.

19.4 We will acknowledge, investigate and respond to complaints fairly, promptly and in accordance with our written complaints procedure.

19.5 Our complaints procedure is available from reception and explains how concerns are investigated, our response times and the options available if you remain dissatisfied.

19.6 Where appropriate, we will discuss practical steps to resolve your concerns, including further clinical assessment or remedial action.

19.7 Raising a complaint will not adversely affect your right to receive appropriate care.

20. Safeguarding Children

20.1 Where the patient is a child or young person, safeguarding is an integral part of their care. We may consider attendance, clinical findings and other relevant information when identifying potential safeguarding concerns as mandated in law.

20.2 Where a child or young person does not attend because they have not been brought by a parent, carer or responsible adult, the appointment may be recorded as a "Was Not Brought" (WNB). A single WNB does not necessarily indicate a safeguarding concern; however, repeated or unexplained WNB appointments may be considered as part of a wider safeguarding assessment.

20.3 Where we have a safeguarding concern, we may share relevant and proportionate information with appropriate professionals or agencies, including a GP, referring dentist, social worker, children's social care, safeguarding services or the police, where there is an appropriate lawful basis to do so.

20.4 Where necessary and lawful for safeguarding purposes, information may be shared without the consent of a parent, carer or person with parental responsibility. Where it is safe and appropriate to do so, we will normally seek to be open about information sharing; however, prior notification may not be appropriate where this could increase risk or prejudice a safeguarding enquiry.

20.5 Following a child's missed appointment, we may contact the parent, carer or responsible adult to establish the reason for non-attendance and arrange appropriate follow-up. Repeated non-attendance may result in further clinical or safeguarding review and, where appropriate, communication with other professionals involved in the child's care.

20.6 Where safeguarding concerns arise, relevant concerns, decisions and actions may be recorded within the patient's clinical record and retained in accordance with applicable legal, professional and information-governance requirements.

20.7 We will seek appropriate consent for examination and treatment of children and young people. Parents, carers and others with parental responsibility should inform us of any relevant restrictions, court orders or disputes concerning parental responsibility or authority to consent. Where necessary, we may request appropriate evidence before proceeding with treatment.

20.9 Children and young people will be involved in decisions about their care in an age- and understanding-appropriate manner. We will take account of their views, wishes and best interests in accordance with applicable legal and professional requirements.

21. Practice Policies and Changes to These Terms

21.1 Graystone maintains clinical and administrative policies designed to support patient safety, effective care and the wellbeing of our team.

21.2 Patients and visitors are asked to follow reasonable instructions relating to safety, infection prevention, confidentiality and the appropriate use of practice facilities.

21.3 We will update our Terms & Conditions, policies and fees from time to time.

21.4 Any material changes affecting treatment already agreed with you will be communicated appropriately. We will not retrospectively impose new charges or materially change agreed contractual terms without an appropriate lawful basis.

21.5 The version of these Terms & Conditions applicable to your treatment will be the version provided or otherwise brought to your attention when the relevant arrangements are agreed, subject to any subsequent changes lawfully agreed with you.

21.6 Nothing in these Terms & Conditions excludes or restricts any statutory consumer rights or the professional responsibilities owed to patients.

22. Contacting Graystone Referral Centre

If you have any questions about these Terms & Conditions, your appointments, treatment arrangements or the care you receive, please contact our team.

Graystone Referral Centre, Hassocks, Sussex

Telephone: 01273 054740

Email: info@graystonereferral.com

Website: www.graystonereferral.com

We are always happy to help you understand your treatment and the arrangements for your care.

Patient Acknowledgement

By booking an appointment, you confirm that you have understood these and are willing to abide by these conditions.

You also confirm that you have been provided with access to Graystone Referral Centre's Patient Terms & Conditions and have had the opportunity to ask questions about their contents.

You acknowledge that these Terms & Conditions do not replace the informed consent process for any specific clinical treatment.