



Frequently Asked Questions – Watford Novocare

1. Can I mix NHS and private treatments?

Yes. NHS-eligible treatments are offered alongside private procedures such as cosmetic work. We provide a clear plan detailing which elements fall under NHS and which are private before treatment begins.

2. What are the NHS treatment charges?

- Band 1: Examination, X-rays, scale & polish – £27.40
- Band 2: Includes fillings, root canals, extractions – £75.30
- Band 3: Crowns, dentures, bridges – £326.70

3. How do I know what is NHS vs private?

You'll receive a written plan (FP17DC) listing all treatment items, whether NHS or private, along with associated costs for private care. You sign and keep a copy.

4. Can I have NHS work alongside private work on the same tooth?

Yes — where clinically appropriate. You'll always be given full information and treatment options, and you only pay for the private portion.

5. What if I need urgent care?

We reserve emergency spaces for NHS and private urgent cases. NHS urgent care is covered under Band 1. Call reception for same-day availability.

6. What payment options are available?

- NHS: Pay at or before the appointment
- Private: Payment is due at treatment time; advance payment may be required. We accept cash, debit, and credit cards—private financing is available.

7. Are there exemptions from NHS charges?

Yes—if you're exempt (e.g. benefits, tax credits), please bring proof of eligibility to each NHS appointment.

8. Do you offer cosmetic treatments (e.g. Invisalign, whitening)?

Yes—these are available privately only. We'll include any such treatment in your plan and discuss costs during your consultation.

9. How can I make a complaint?

- Step 1: Speak with us by phone, email, or at reception
- Step 2: We'll work to resolve your concern
- Step 3: If unresolved:
 - NHS care complaints go to NHS England
 - Private care complaints go to the Dental Complaints Service

10. What are the practice opening hours (Watford Novocare)?

- Monday: 8 am – 6 pm
- Tuesday: 8 am – 7 pm
- Wednesday: 9 am – 5 pm
- Thursday: 8 am – 7 pm
- Friday: 8 am – 5 pm
- Saturday: 9 am – 1 pm (alternate Saturdays)
- Sunday: Closed