

Patient Information Handbook /

Our Clinics /

Vermilion – The Smile Experts' clinics are located in convenient locations in both Edinburgh and Kelso. Each clinic is fully accessible, with on-site parking.

Edinburgh Clinic

Vermilion - The Smile Experts Ltd.
24 St John's Road
EH12 6NZ

T: 0131 334 1802

E: smile@vermilion.co.uk

Kelso Clinic

Vermilion - The Smile Experts Ltd.
Carlaw Road
Pinnaclehill Industrial Estate
TD5 8AS

T: 01573 407 007

E: kelso@vermilion.co.uk

Follow us



Vermilion – The Smile Experts Limited. A company incorporated in Scotland with company number SC388226.



The Smile Experts /

Vermilion – The Smile Experts is a private referral-only dental clinic launched in 2011 at 24 St John's Road in Corstorphine, Edinburgh. In 2023 we expanded the clinic from five chairs to ten to enable more capacity for referred patients. In 2018 we opened our second clinic in the Scottish Borders, located on the outskirts of Kelso, with three fully-equipped surgeries featuring relaxing views over rolling fields and ample on-site parking.

Our values are centred around delivering consistent clinical excellence with outstanding service to both our patients and referring dentists.

We offer a wide range of advanced dental treatments, including orthodontics, dental implants, oral surgery, all-on-4, restorative dentistry, periodontics, endodontics, dental hygiene and conscious sedation.

Following the completion of your treatment with us, you will return to your own dentist for your ongoing dental care.

Dental Treatments /

We have two Vermilion clinics, one in Edinburgh and one in Kelso. In each clinic we offer a selected number of treatments.

Edinburgh

- Dental implants
- Implant maintenance
- All-on-4
- Oral surgery
- Restorative dentistry
- Periodontics
- Endodontics
- Orthodontics
- Dental hygiene
- Conscious sedation

Kelso

- Dental implants
- Implant maintenance
- All-on-4
- Oral surgery
- Restorative dentistry
- Endodontics
- Dental hygiene
- Conscious Sedation

For more information, please visit: <https://vermilion.co.uk/dental-treatments/>.

The Clinicians /

Our expert multi-lingual team of clinicians, nurses and administrative support who are committed to caring for our patients in relaxing and welcoming environments equipped with the latest technology while providing the highest quality dental care.

Each team member brings specialised expertise and a compassionate approach to ensure you receive the best possible treatment. To learn more about the people who make Vermilion exceptional, visit our website at www.vermilion.co.uk or scan the QR code.



Meet Vermilion's Principal /

Dr David Offord is the founder of Vermilion - The Smile Experts and a Specialist Oral Surgeon. He sees patients at our Edinburgh clinic on St John's Road and at our Kelso clinic in the Pinnaclehill Estate.

He established Vermilion in 2011, naming the clinic after the 'vermilion border' - the delicate line that defines the edge of the lips. Dr Offord enjoys combining hands-on patient care with the ongoing development of the practice, ensuring Vermilion continues to offer the highest standards of treatment and service.



Dr David Offord

*Practice Principal and
Specialist in Oral Surgery*

BDS MFDS RCPS Dip.Con.Sed
GDC Reg No. 70169 (1994)

Fee Guide /

At every stage of your treatment, you will receive a clear, written Treatment Plan outlining the steps involved and all associated costs. This plan will be shared with you and your dentist to ensure complete transparency.

To provide the most accurate and up-to-date information, we have moved our full fee guide online. Our **prices are reviewed annually**, and hosting them on our website allows us to avoid outdated printed materials and reduce paper waste.

To view our current fees, please **scan the QR code** below or visit our website at www.vermilion.co.uk.

If you have any questions, please telephone the clinic or speak to a member of our reception team - we are always happy to help.



Methods of Payment /

We accept payment by debit cards and BACS. Please note that we do not accept cash or cheques.

For further details regarding payment arrangements, our reception team will be happy to assist you during your visit.

Cancellation Policy /

If you are unable to attend, please contact our reception team to reschedule. We require 48 hours' notice to cancel or reschedule an appointment. Failure to attend or failing to provide 48 hours' notice when cancelling appointments will result in you being charged a fee of up to 100% depending on treatment fee, or based on appointment length at £400 per hour, whichever is less.

We will always take exceptional circumstances into account if the unforeseen happens and you have reason to cancel an appointment at short notice.

Interpreting Services /

At Vermilion, we offer interpreting services. Should you need our services, please let us know in advance of your appointment so that we can arrange this. For more information, please contact us at smile@vermilion.co.uk, 0131 334 1802.

Patient Confidentiality /

Your information is treated in the strictest confidence at Vermilion. All patients' records are stored securely, and are only accessed when necessary as part of your treatment plan. No data will ever be shared with any third party, without your written permission or where required by law.

We adhere to the [General Dental Council's patient confidentiality standards](#). To find out more, please visit: gdc-uk.org.

Vermilion is also compliant with the [General Data and Protection Act 2018](#), and is registered with the Information Commissioner's Office: ZA100160.

For more information, please email us at smile@vermilion.co.uk.

Complaints Procedure /

Patient satisfaction is of the highest importance at Vermilion. If you feel that you have not received the level of service that you expected, please get in touch with our general manager. You can do so by email at smile@vermilion.co.uk or telephone at [0131 334 1802](tel:01313341802).

We take any complaint seriously, and have a code of practice that ensures all complaints are handled in a courteous and prompt manner.

You can also issue a complaint to the [Healthcare Improvement Scotland](#), the regulator for independent healthcare services in Scotland by telephone at [0131623442](tel:0131623442) or by email at hcis.clinicregulation@nhs.net.

Alternatively, you can also contact the [Dental Complaints Service](#) at dcs.gdc-uk.org.

General Queries & Feedback /

At Vermilion, we want to ensure that we deliver the service that you expect. If you have ideas for improvement, or would like to find out more about our offerings, please let us know by email smile@vermilion.co.uk or by telephone on [0131 334 1802](tel:01313341802).

Opening Hours /

Edinburgh

Monday–Thursday: 08:45 - 17:30
Friday, Saturday, Sunday: Closed

Kelso

Monday–Thursday: 08:45 - 17:30
Friday, Saturday, Sunday: Closed

After Hours

If you are a registered patient with us and experience dental emergency related to dental work that we are undertaking at Vermilion please call [0131 334 1802](tel:01313341802) and you will be connected to the on-call Vermilion dentist.



Vermilion - The Smile Experts Edinburgh



Vermilion - The Smile Experts Kelso