

## Our commitment to our patients

We value and respect our patients and strive to ensure that we meet your expectations. This code of practice describes how we manage our practice systems and communicate with you to achieve this.

### All members of our team will


- Act in a way that justifies the trust that you place in us
- Provide you with a standard of care that we would expect to receive ourselves
- Stand by the promises we make
- Keep our professional skills and knowledge up to date
- Keep confidential any information that, as a patient of this practice, you provide

### Practice systems – we will

- Manage our appointments so that treatment appointments are booked no more than 8 weeks ahead
- Ensure that you are not kept waiting and will be seen within 20 minutes of your appointment time. Where there is a further delay, we will explain the reasons.
- Remind all patients of their appointments by the preferred method, such as text, email or phonecall.
- Monitor our waiting times for (i) treatment and (ii) for booking appointments
- Provide as much notice as possible, and explain the reasons, if we need to change or cancel an appointment
- Let you know if there is a change in the dentist that you will see, and explain the reason for the change

### Communicating with you – we will

- Be courteous, friendly and professional at all times
- Respond promptly to telephone calls
- Make sure that you receive full information about our services and our policy for collecting fees.
- Explain your treatment options and costs, answer your questions and allow you time to consider the best option for you
- Provide you with a treatment plan and estimate of costs for each new course of treatment.
- Provide urgent advice and care during practice hours as soon as is practicable. Outside normal surgery hours please call 111.
- Refer you for further professional advice and treatment when appropriate
- Respond to correspondence within five days of receipt
- Encourage you to provide feedback – we will listen to your views and learn from them
- Make it easy for you to complain or raise a concern about any aspect of the care or service that you have received. Our procedure for dealing with complaints is available on our website and by request in the practice.

| Signed  | Dated      | Position | Date for next review |
|---|------------|----------|----------------------|
|  | 27/05/2020 | Manager  | 26/05/2021           |

