



## OUR PRACTICE ETHOS

We aim to provide Dental care of a consistently high quality, for all our patients. We have systems in place to help us, which define each practice member's responsibilities when looking after you.

In proposing treatment, your own wishes will take into account. We will explain options where appropriate and costs, so that you can make an informed choice.

Your oral health is of utmost importance and we will do all we can to look after it. We will ask you about your general health, and about any medicines being taken. This helps us to treat you safely. All the information we have about you is treated as strictly confidential.

Infection control is absolutely essential for the safety of our patients and we are committed to adhere to all regulations set out by HTM 01-05 and are working towards best practice. Every practice member receives training in practice systems for infection control.

Patients are checked for mouth cancer at routine check-ups. Questions relating to tobacco and alcohol use may be asked, because their use may increase the risk of oral cancer.

We are committed to maintaining the highest standards required for satisfying registration with the Care Quality Commission. Our working methods are reviewed regularly at staff meetings. Our staff are encouraged to make suggestions for improving the care given to patients. If you have any suggestions in ways to improve our patient care, please complete one of our suggestion cards or discuss with a member of staff.

Complaints about our practice are taken very seriously. There are systems in place for dealing promptly with patients' complaints and for ensuring that lessons are learned from any mistakes we make.

All dentists keep up to date with all aspects of general dentistry, including preventative care, which reduces the need for treatment.

Staff joining the practice is given training in practice-wide procedures. All staff are given emergency resuscitation training regularly.