

5 Samuel Road
 Norfolk Park
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Patient Charter

PRACTICE QUALITY ASSURANCE POLICY



- Our practice aims to provide dental care of a consistent quality, for all patients. We have management systems to help us and which define each practice member's responsibilities when looking after you.
- In proposing treatment we will take account of your own wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will always explain what we are doing.
- At our practice, all patients, at all times, are treated with the utmost of dignity and respect.
- We will do all we can to look after your general health. We will ask you about your general health, and about any medicines being taken. This helps us to treat you safely. We keep all information about you confidential.
- A chaperone (Dental Care Professional) is present throughout all patient appointments with a Dental Surgeon.
- All Clinical Care provided is evidence-based and the appropriate guidelines and principles of research governance are applied when required.

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- Contamination control is also essential to the safety of our patients. Every practice member receives training in practice systems for contamination control.
- We screen all patients for mouth cancer at routine check-ups. We ask patients about tobacco and alcohol use because they increase your oral cancer risk.
- Practice working methods are reviewed regularly at meetings of all staff. We encourage all staff to make suggestions for improving the care we give patients.
- We regularly ask patients for their views on our services. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes that we make.
- All dentists in the practice take part in continuing professional education, meeting the General Dental Council's requirements. We aim to keep up-to-date with current thinking on all aspects of general dentistry, including preventive care which reduces your need for treatment.
- All staff joining the practice are given training in practice-wide procedures. Once a year, there is an individual review of training needs for everyone in the practice.
- All members of the practice know of the need to ensure that dentists are working safely. In the unlikely event that a dentist in this practice becomes unfit to practise, we have systems to ensure that concerns are investigated and, if necessary, acted upon.
- If you have any questions or queries in relation to this policy, or if any aspect is unclear, please speak to Mrs Tina Bentley, Clinical Quality and Care Manager.



Tina Bentley

Clinical Quality and Care Manager

Date: 01/12/2018

Review Date: 11/2019