**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 12 months ahead
* Endeavour to keep waiting times to a minimum and that you are not kept waiting too long, where there is a delay, we will explain the reasons
* We will remind you of the day and time of your appointment by email or phone call (whatever you have specified you prefer) this is a curtesy and if you do not respond to 2 of these reminders we will assume you no longer want to be seen at this practice – we kindly ask that you keep all your personal contact details up to date with us, this will be checked at every appointment. If you move address, please contact the practice with details of this to avoid reminders being sent to the wrong address
* Monitor our waiting times for appointments
* Provide as much notice as possible, and explain reasons, if we need to change or cancel an appointment
* Let you know if there is a change in 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 – and we will never ask you to hold without first finding out the reason for your call – if we need to speak to a dentist regarding your call we will usually give you the option of holding or offering a call back within the session (AM or PM)
* Make sure that you receive full information about our services and our policy for collecting fees, including the methods of payment we accept
* 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. No treatment will be undertaken without your full ad specific consent.
* Provide urgent advice and care during practice hours as soon as it is practicable. Outside normal surgery hours we will advise to call NHS direct when they can advise the most appropriate care for your needs whilst the practice is closed.
* 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 should you want to make a complaint or raise a concern about any aspect of the care or service hat you have received. Our procedure for dealing with complains is also available in this information booklet and also on our website

**And, we ask that you**

* Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
* Arrive on time for your appointments
* If you are unable to keep your appointment, please let us know with at least 24 hours’ notice before your appointment time. If you miss an appointment more than once in a 12-month period, we will need to review future provision of treatment at the practice – see our cancellation policy in this information booklet or on our website
* Tell us if your contact details have changed (address, telephone numbers, email) so that we can keep our records up to date and ensure that we are able to contact you
* Treat our staff courteously; they will do their best to help meet your needs

Policy Date: July 2019

This policy will be reviewed in July 2020

Signed by Sarah Bamber, Practice Owner.