

THE 9 GDC PRINCIPLES

Principle One *Put patients' interests first*

Patients expect:

- To be listened to and have their preferences and concerns taken into account
- To be treated as individuals and have their cultures and values respected
- That all members of the dental team will be honest and act with integrity
- That all aspects of their health and well-being will be considered and they will receive dental care that is appropriate for them
- To be treated in a clean and safe environment
- That reasonable adjustments will be made for any disabilities
- That their interests will be put before financial gain and business need
- Redress if they suffer harm during dental treatment
- That their dental pain and anxiety will be managed appropriately

Principle Two *Communicate effectively with patients*

Patients expect:

- To receive full, clear and accurate information that they can understand, before, during and after treatment, so that they can make informed decisions in partnership with the people providing their care
- A clear explanation of the treatment, possible outcomes and what they can expect
- To know how much their treatment will cost before it starts, and to be told about any changes
- Communication that they can understand
- To know the names of those providing their care

Principle Three *Obtain valid consent*

Patients expect:

- To be asked for their consent to treatment before it starts

Principle Four *Maintain and protect patients' information*

Patients expect:

- Their records to be up to date, complete, clear, accurate and legible
- Their personal details to be kept confidential
- To be able to access their dental records
- Their records to be stored securely

Principle Five *Have a clear and effective complaints procedure*

Patients expect:

- Their concerns or complaints to be acknowledged, listened to and dealt with promptly

Principle Six *Work with colleagues in a way that serves the interests of patients*

Patients expect:

- To be fully informed of the different roles of the dental professionals involved in their care
- That members of the dental team will work effectively together

Principle Seven *Maintain, develop and work within your professional knowledge and skills*

Patients expect:

- To receive good quality care
- That all members of the dental team:
 - are appropriately trained and qualified;
 - keep their skills up to date;
 - know their limits and refer patients as appropriate; and
 - work within current laws and regulations

Principle Eight *Raise concerns if patients are at risk*

Patients expect:

- That the dental team will act promptly to protect their safety if there are concerns about the health, performance or behaviour of a dental professional or the environment where treatment is provided
- That a dental professional will raise any concerns about the welfare of vulnerable patients

Principle Nine *Make sure your personal behaviour maintains patients' confidence in you and the dental profession*

Patients expect:

- That all members of the dental team will maintain appropriate personal and professional behaviour
- That they can trust and have confidence in you as a dental professional
- That they can trust and have confidence in the dental profession