

# Kings Mills Dental Practice

## 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
- Provide advice and treatment outside normal surgery hours where necessary
- 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 6 weeks ahead except in exceptional circumstances
- Ensure that you are not kept waiting and will be seen within 15 minutes of your appointment time. Where there is a further delay, we will explain the reasons
- Remind you of the day and time of your appointment by SMS 48 hours prior
- 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 – and we will never ask you to 'hold' without first finding out why you have called
- Make sure that you receive full information about our services and our policy for collecting fees, including the methods of payment that 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 and specific consent
- Provide urgent advice and care during practice hours as soon as is practicable. Outside normal surgery hours, phoning the practice will give you details of the on-call dentist
- Refer you for further professional advice and treatment when appropriate
- Respond to correspondence within five working 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 or at the reception desk

### **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 appointment
- If you are unable to keep your appointment, please let us know at least 24 hours before your appointment time. If you miss an appointment on more than one occasion without letting us know, you may be charged for your appointment.
- Tell us if your contact details (address, telephone numbers, email) change 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