

Kings Mills Dental Practice

Our Commitment to Our Patients

We value and respect our patients and are committed to providing safe, professional and high-quality dental care.

We aim to make every patient's experience with Kings Mills Dental Practice welcoming, respectful and positive. We will communicate clearly with you, listen to your concerns and provide the information you need to make informed decisions about your care.

Our Team

All members of our team will:

- Treat you with courtesy, dignity and respect.
- Act professionally and in a way that justifies the trust you place in us.
- Provide a standard of care that we would expect to receive ourselves.
- Keep our professional knowledge and skills up to date.
- Maintain the confidentiality and security of information you provide to us.
- Be honest and open in our communication with you.
- Stand by the commitments we make to you.
- Work together to provide safe and effective care.

Appointments & Practice Systems

We will:

- Make reasonable efforts to offer appointments appropriate to your clinical needs.
- Aim to see you as close to your appointment time as practicable.
- Explain the reason for any significant delay where possible.
- Provide as much notice as reasonably possible if we need to change or cancel your appointment.
- Inform you where there is a change to the dentist or clinician you are due to see and, where appropriate, explain the reason.
- Use appointment reminders to help you remember your appointments.
- Monitor our appointment availability and waiting times and identify opportunities for improvement.
- Provide urgent advice and care during practice hours as soon as practicable, according to clinical need and availability.
- Provide information about arrangements for obtaining urgent dental advice outside normal practice hours.

Communicating With You

We will:

- Be courteous, friendly and professional.
- Listen to your questions and concerns.
- Provide clear information about our services.
- Explain relevant treatment options, benefits, risks, alternatives and costs.
- Give you appropriate time to consider your treatment options and ask questions.

- Obtain your valid consent before treatment is undertaken.
- Provide written treatment plans and estimates where appropriate.
- Explain any significant changes to treatment or associated costs before proceeding wherever practicable.
- Provide information about our fees and accepted payment methods.
- Refer you for further professional advice or treatment where clinically appropriate.
- Respond to correspondence and enquiries as promptly as reasonably practicable.
- Protect the confidentiality of your personal and clinical information.
- Provide reasonable adjustments and additional support where required.
- Encourage you to provide feedback about your experience.

Feedback & Complaints

We welcome feedback from our patients and use it to help us improve our services.

If you are unhappy with any aspect of your care or experience at the practice, please let us know. We will listen to your concerns and deal with complaints fairly, respectfully and in a timely manner.

Our *Patient Complaints Procedure* is available from reception and through the practice's usual patient information channels.

Making a complaint will not affect your ongoing care.

Our Expectations of Patients

We also ask our patients to help us provide safe and effective care by:

- Participating in their dental care and following appropriate advice provided by the dental team.
- Arriving on time for appointments.
- Giving as much notice as possible if an appointment cannot be attended.
- Letting us know if contact details or other relevant personal information change.
- Providing accurate and relevant information about their medical history and medication.
- Treating members of our team and other patients with courtesy and respect.
- Raising concerns with us so that we have an opportunity to address them.

Where an appointment is missed without sufficient notice, a charge may be applied in accordance with our *Fees and Payments Policy*.

Repeated failure to attend appointments may affect the availability of future appointments.

We will always consider individual circumstances when applying our appointment and payment arrangements.

Working Together

We believe the best dental care is achieved by working together.

We are committed to listening to our patients, learning from feedback and continually looking for ways to improve the care and service we provide.