

Dentistry19 Patient Charter

You will be respected, involved and told what's happening at every stage

- You, or someone acting on your behalf, will be involved in discussions about your dental care and treatment.
- You will get support if you need it to help you make decisions and we will respect your privacy and dignity.
- Before you receive any treatment you will be asked whether or not you agree to it.

You will receive care, treatment and support that meet your unique needs

- Your personal needs will be assessed to make sure you get safe and appropriate care.
- You will get the care that you and your dentist agree will make a difference to your dental health and well-being.
- Where appropriate, you will be given advice on what is best for you to eat and drink to safeguard your dental health.
- Your dental care needs are coordinated if you move from one dental practice to another.
- We respect your cultural background, gender, age and beliefs and we will not discriminate against anyone on any basis.

You will be kept safe

- You will be protected from abuse or the risk of abuse.
- You will be cared for in a clean environment where you are protected from infection.
- Where appropriate, you will get the medicines you need, when you need them, and in a safe way.
- You will be treated in a safe and accessible place.
- You will not be harmed by unsafe or unsuitable equipment.

Dentistry19 Patient Charter

You will be cared for by staff with the right skills

- Your dental health and welfare needs will be met by staff that are properly qualified.
- There will always be enough members of staff available to keep you safe and meet your needs.
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills

We will routinely check the quality of our services

- The managers of your dental practice regularly monitor the quality of its services to make sure you receive the best care for you.
- Your personal records will be accurate and kept safe and confidential.
- You, or someone acting on your behalf, can complain and will be listened to.
- Your complaint will be dealt with properly

Unhappy?

We will listen and act on all your concerns

If you have any concerns about the care being provided by us, please tell us.

We value each and every patient the same as a family member and we hope that when things don't quite meet your expectations, we can put things right for you the way we would wish our own family to be dealt with. Please speak to our Practice Manager, Lorraine Bennewith, or your dentist if you are unhappy about anything. We will put things right.