

Promises and Expectations

Our Promises to you

Promise No. 1

We promise to treat you with respect and understanding

Promise No. 2

We promise to listen and respond promptly, sympathetically and constructively to all comments

Promise No. 3

We promise to exceed all requirements for safety and infection control in the Practice

Promise No. 4

We promise to use only proven, safe and biocompatible materials and techniques

Promise No. 5

We promise to invest constantly in acquiring new knowledge, skill and technology to improve care

Promise No. 6

We promise to remind you of your appointment whenever possible

Promise No. 7

We promise to do our best to be on time for your appointment

What we expect from you

We expect you to:

1. Treat us with respect and understanding
2. Arrive in good time for your appointment, and should you need to cancel or rearrange, please give at least 48 hours' notice so that we can offer the time to someone else
3. Follow our instructions in the care of your oral health
4. Attend review and maintenance appointments as advised
5. Pay for your treatment when requested; we accept cash, cheques and most major credit and debit cards
6. Talk to us. Let us know what you think of what we do; right and wrong
7. Help our practice grow by recommending us to your family, friends and colleagues