

FEEDBACK

We strive to make your visits as pleasant as possible and we hope that you will always be pleased with our service. We are happy to receive feedback and suggestions on how we can improve our service.

If you have any reason to think that we are not doing what BDA Good Practice requires, please let us know. We will be happy to discuss our working methods with you and show you the Good Practice requirements.

If you are not satisfied with our explanations, you can ask the BDA to investigate the requirement that you feel is not being met. Complaints can only be investigated if they are within the scope of BDA Good Practice.

For more information on BDA Good Practice please ask a member of staff or visit:

www.bda.org/goodpractice

British Dental Association
64 Wimpole Street, London, W1G 8YS
Tel: 020 7563 4598 | Fax: 020 7563 4556
goodpractice@bda.org



BDA Good Practice

What it means for our patients



www.bda.org/goodpractice

WHAT MEMBERSHIP OF BDA GOOD PRACTICE MEANS:

The plaque shows that our practice is a member of BDA Good Practice. This means we:

- Work to nationally agreed standards of good practice to develop and maintain a consistent quality of service for patients
- Are assessed by the BDA to ensure that we are meeting the Good Practice requirements
- Carry out our own internal checks on the way we work
- Allow BDA assessors to visit our practice whenever they want to.

Membership is renewable each year and every three years we are required to complete a re-application procedure. At the end of this time we have to reapply and demonstrate that we are still complying with the requirements.

Good communication between us and our patients is at the heart of good practice.

We are also listed on the British Dental Association's patient website www.bdasmile.org/gps

OUR COMMITMENT

Every member of our practice team has made a personal commitment to deliver a quality service for our patients:

- We aim to provide dental care of consistently good quality for all patients. We have management systems to help us and these define each team member's responsibilities when looking after you
- We will work with you to provide care that meets your needs and wishes. We will explain options and costs so that you can make an informed choice. We will always tell you what we are proposing to do and tell you about any significant risks
- We hold regular practice meetings to review our procedures for looking after our patients
- We look after your general health and safety while you are at the practice. We ask you about your general health and any medicines that you are taking. This helps us to treat you safely. We keep all information about you confidential
- Infection control and cleanliness are essential for the safety of our patients. All members of our team receive training in the current standards of infection control
- We screen all our patients for mouth cancer and discuss tobacco and alcohol use because these increase your risk of oral cancer
- Everyone at the practice takes part in continuing professional development to keep their skills and knowledge up to date
- All new members of the team are trained in our practice procedures. Once a year we review individual training needs for everyone in the practice
- We ask our patients for their views on our services and have systems for dealing with feedback to identify any opportunities for improvement.