



## QUALITY ASSURANCE SYSTEMS AT THIS PRACTICE

- *Our practice aims to provide dental care of a consistent quality, for all patients. We have management systems to help us, and which define each practice member's responsibilities when looking after you.*
- *In proposing treatment we will take account of your own wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will always explain what we are doing.*
- *We will do all we can to look after your general health. We will ask you about your general health, and about any medicines being taken. This helps us to treat you safely. We keep all information about you confidential.*
- *Infection control is also essential to the safety of our patients. Every practice member receives training in practice systems for infection control.*
- *We screen all patients for mouth cancer at routine check-ups. We ask patients about tobacco and alcohol use because they increase your oral cancer risk.*
- *Practice working methods are reviewed regularly at staff meetings. We encourage all staff to make suggestions for improving the care that we give patients.*
- *We regularly ask patients for their views of our services. We have systems for dealing promptly with patients complaints and for ensuring that lessons are learnt from any mistakes that we make.*
- *All dentists in the practice take part in continuing professional education, meeting the General Dental Council's requirements. We aim to keep up-to-date with current thinking on all aspects of general dentistry, including preventative care, which reduces your need for treatment.*
- *All staff joining the practice are given training in practice-wide procedures. Once a year, there is an individual review of training needs for everyone in the practice.*
- *All members of the practice know of the need to ensure that dentists are working safely. In the unlikely event that a dentist in this practice becomes unfit to practice, we have systems to ensure that concerns are investigated and, if necessary, acted upon.*

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