



Patient Care Policy

Last Updated: 1st August 2024

1. Our Commitment

We very much want our patients to feel involved in every part of their dental care and are committed to always providing the best possible care. We have created procedures and policies that ensure our customers well-being is at the centre of all we do, including our recently added Attendance Procedure to ensure your safety at the practice during the Coronavirus pandemic.

We are guided by professional bodies well respected in the dental community and are members of the 'British Dental Association' and 'CODE- the association for Dental Practice'.

We always appreciate feedback and carry out regular patient satisfaction questionnaires which allow us to review and evaluate all the services we offer. We also have a feedback and suggestions box in our reception area where you can address any aspect of our service or suggest ways in which we can improve our service to you.

2. Patient Care Policy

The practice is committed to offering high standards of care and service to our patients, we:

Operate a quality assurance programme to ensure:

Effectiveness of our infection control

Consistent quality of provided treatment

Compliance with health and safety legal requirements

Safe use of x-ray equipment

Compliance with the GDC requirements for the Continuing Professional Development of our team members

Ensure that all of our treatments are evidence based and follow NICE interventional procedures guidance

Have a policy of minimum intervention, this means we do the least treatment possible to achieve the best results for our patients

Do not refuse treatment on the grounds of race, gender, age, disability, sexual orientation or religious beliefs.

Our fees are designed to be fair and enable us to offer our patients the freedom of choice to have advanced treatments. We operate a robust complaints procedure. All comments and suggestions are welcomed and taken seriously because they help us to continually improve our services to our patients. Real-time patient records are kept electronically.

(Reviewed August 2024)

3. Complaints Handling Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and will be happy to answer any questions you may have about this.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

Joanne Reid is our Complaints Manager and will be your personal contact to assist you with any complaints. We aim to resolve complaints within 24 hours where possible, but if you

complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical.

You can send your complaints to Beechwood Dental Care, 6a Beechwood Centre, Church Street, Woodlesford, LS26 8RE, call us on 0113 282 6516 or email the Complaints Manager on admin@leedsdentalcare.co.uk

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange a meeting for when it is suitable for you and the practice.. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the investigation takes longer than anticipated the Complaints Manager will contact you at least every 10 working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of it's outcome in writing. We will make our response clear, addressing each of your concerns as best we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

For private dental treatment, you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 02082530800 or visiting www.dentalcomplaints.org.uk

You can contact the Care Quality Commission by calling 03000 61 61 61 or visit www.cqc.org.uk

The General Dental Council is responsible for regulating all dental professionals, you can complain by using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 02071676000.