



Feedback

If you have any reason to think that we are not doing what the Good Practice Scheme requires, then please let us know.

We will be happy to discuss our working methods with you and show you the requirements of the Scheme.

If our explanations do not satisfy you then you can contact the British Dental Association for investigation, specifying the requirement you feel has not been met. Complaints can only be investigated if they are within the scope of the Scheme.

For more information about the Good Practice Scheme please ask a member of staff or visit:

www.bdasmile.org

British Dental Association
64 Wimpole Street, London, W1G 8YS

Tel: 020 7563 4597/8 | Fax: 020 7563 4577 | goodpractice@bda.org



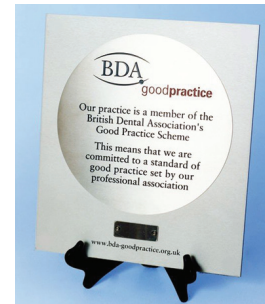
What it means
for our patients

What the BDA Good Practice Scheme plaque means:



Our practice is a member of the British Dental Association's Good Practice Scheme.

This means that everyone in our practice has made a commitment to quality dental care. We aim to keep up to date with nationally agreed standards of good practice and provide the best care for our patients.



- We look after your general health and safety while receiving dental care. We will ask you about your general health and about any medicines that you are taking. This helps us to treat you safely. We keep all information about you confidential.
- Infection control and cleanliness is also essential to the safety of our patients. All staff working in clinical practice receive training on the current standards of infection control.
- We screen all patients for mouth cancer at routine checkups. We discuss tobacco and alcohol use because they increase your oral cancer risk.
- All staff in the practice take part in continuing professional education to keep our skills and knowledge up-to-date.
- All staff joining the practice are given training in practice procedures. Once a year there is an individual review of training needs for everyone in the practice.
- We regularly ask patients for their views on our services. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes that we make. We encourage feedback.
- Every member of the practice is aware of the need to work safely under General Dental Council guidelines.
- We aim to provide dental care of a consistently good quality for all patients. We have management systems to help us and these define each practice 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, where appropriate, and costs so that you can make an informed choice. We will always explain what we are proposing to do and tell you about any significant risks.
- Practice working methods are reviewed regularly at staff meetings. We encourage staff to make suggestions for improving the way we care for our patients.

Displaying the current year on our Good Practice Scheme plaque shows that our membership is up to date. We are also listed on the British Dental Association's patient website www.bdasmile.org