



Code of Good Practice Policy

At Broadway Dental Practice, we listen to patients' views and learn from them. We communicate with patients in a courteous, friendly, and professional manner.

Patients are provided with the standard of care that we would expect to receive ourselves and we make sure that patients receive full information about our services, their treatment and its cost.

We may refer patients for further professional advice and treatment where appropriate and we are committed to ensuring that we keep our professional skills and knowledge up to date.

In our practice we will:

- Respect our patients' confidentiality
- Aim to ensure that patients do not have to wait longer than 20 minutes to be seen.
- Manage our appointments system so that treatment appointments are booked no more than 2 weeks ahead
- Deal with every telephone call promptly – callers will not be asked to 'hold' without first finding out why the call has been made
- Deal with correspondence within 3 days of receipt
- Provide patients with a treatment plan and estimate of costs for each new course of treatment. Full and specific consent will be gained. Make patients aware of our policy for collecting fees. Requests for payment will always be made courteously
- Make the practice policy for dealing with complaints known to patients. All complaints will be treated sympathetically and in accordance with the agreed procedures.
- Provide the highest standards of infection control
- Provide any emergency treatment required during practice hours as soon as is reasonably practicable.