

12. Giving Feedback on our Services

Specialist Dental Care aims to maintain a relaxed and open relationship with our patients, which we hope means that you will feel comfortable making comments or suggestions to staff at any time. We continually seek feedback through a series of questions covering patient opinions about their treatment, our professional staff, the premises/facilities and the overall service. Such feedback is very important and helps us to continually improve our services.

13. In Case of Medical Emergencies

In the unlikely event of a medical emergency, or even a cardiac arrest, staff will immediately request assistance from the Emergency Services by dialling 999 and will provide appropriate emergency treatment to the full extent of their abilities until the Emergency Services arrive.

14. Should You Have Any Concerns or Wish to Make a Complaint

If you are unhappy about any aspect of your care, Specialist Dental Care has a formal complaints policy which details the stages of the process and the timescale we aim to achieve in dealing with any complaint. A summary is provided below:

- If you wish to lodge a complaint, Professor Andrew Eder will be informed and will deal with the matter. If the complaint is made in person, you will be taken into a private area and time given to hear the comment or complaint in full.
- If the complainant is not the patient, written consent must be provided by the patient on whose behalf the complaint is being lodged.
- If the complaint is made in writing, the complaint will be recorded as such and the patient invited to lodge an official complaint, laying out in detail the circumstances of the complaint.

Our time scales for dealing with a complaint are as follows:

- Written acknowledgement is sent within 2 working days (unless a full reply can be completed within 5 working days).
- A full response is sent within 20 days; or when an investigation is ongoing, a full response is sent within 5 days of its conclusion.

Staff from Specialist Dental Care take any complaint very seriously and will fully support any patient who wishes to make a complaint to ensure that the matter is resolved properly.

If you remain unhappy, you can contact the Dental Complaints Service who offer a complaints resolution service for private patients. They are also able to supply contact details about complaints in NHS dental care. Their contact details are as follows:

Name: Dental Complaints Service

Address: The Lansdowne Building, 2 Lansdowne Road, Croydon CR9 2ER

Telephone: 08456 120540

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk

Please be assured that any comment or complaint you wish to make about our service will not in any way affect the treatment and care you receive at the practice.

15. Questions and Comments

If you have any questions, comments or views about the information printed in this Guide or in any of our treatment leaflets, please speak to a member of Specialist Dental Care staff.

The information contained in all of our guides is reviewed at least once a year and we take into account all suggestions made when we update our documentation.

PATIENTS' GUIDE Specialist Dental Care 57a Wimpole Street, London W1G 8YP www.restorative-dentistry.co.uk

Welcome to Specialist Dental Care. Our aim is to make your treatment and care at the practice as relaxing and comfortable as possible.

If you are a patient or a prospective patient, we hope this guide will inform you of how our practice works and what we do to ensure that you receive the highest possible standards of care at all times.

1. Summary of Statement of Purpose

Specialist Dental Care provides private dental care to patients. Patients generally come to the practice on self-referral or following referral from other healthcare professionals. We provide a range of treatments which will help all of our patients to maintain their oral health.

All members of professional staff at Specialist Dental Care are dedicated to providing the highest possible standards of patient care. As such, we are committed to achieving and maintaining full compliance within the requirements of the Health and Social Care Act 2008 (Regulated Activities) and the Care Quality Commission (Registration) Regulations 2009.

2. Registered Provider and Registration Details

Our registration details with the Care Quality Commission are as follows:

The Service Provider is Professor Andrew Eder.

The *person registered with the CQC as being in day to day charge* of Specialist Dental Care is Professor Andrew Eder

The registered person can be contacted via the Practice:

Address: Specialist Dental Care - Professor Andrew Eder

Second Floor, 57a Wimpole Street, London W1G 8YP

Tel: 0207 486 7180

You can contact the *Care Quality Commission* at:

Address: CQC London, 151 Buckingham Palace Road, London SW1W 9SZ

Tel: 03000 616161

E-mail: enquiries@cqc.org.uk

Website: <http://www.cqc.org.uk/>

Inspection Reports prepared by the Care Quality Commission can be downloaded from their website. Alternatively, reports can be obtained by contacting the Care Quality Commission or by asking at Reception.

3. Quality Assurance at Specialist Dental Care

We take our responsibilities as dental professionals very seriously and all members of staff are qualified and trained in the performance of their duties.

Staff training is reviewed at least annually and we actively encourage all staff to continually update their knowledge and skills, in accordance with General Dental Council guidelines, to ensure that all of our patients are provided with the most appropriate dental care and advice.

4. Your First Appointment and Treatment at Specialist Dental Care

- You will most probably have arranged your first appointment on your own initiative or following referral from your General Dental Practitioner or other healthcare professional.
- On your first consultation appointment, and in order to check your medical history and the suitability of your particular dental needs, you will be assessed by your Specialist. Radiographs, models, photographs and a three dimensional scan may be required.
- Following this initial consultation, any treatment recommendations will be discussed with you (and your referring General Dental Practitioner or other healthcare professional as appropriate) and a report with costs will be provided.
- If you decide to proceed with treatment, appointments will be booked with one of our Specialists and possibly also one of our dental hygienists/therapists. Referral to external Specialists for specific aspects of your care may also be recommended.
- Treatment may take several visits and may spread over several months. The duration of each appointment may vary although these may be up to a couple of hours.
- Please rest assured that you will only receive treatment as outlined at your initial consultation or a subsequent consultation visit. For some, no treatment may be required other than for routine assessments and supportive hygiene therapy.
- If you are a self-referral or have been referred for comprehensive care, you will be offered a maintenance programme once the agreed treatment has been provided.
- If you have simply been referred for a specific course of Specialist dental treatment, you will be discharged back to your General Dental Practitioner for maintenance and any other treatment. We do, however, like to review our aspects of care annually.
- If you have any questions about your treatment at any stage, please do ask and any member of the professional staff will do their best to answer them for you.

5. General Data Protection Regulations - Protecting our Patients' Privacy

Specialist Dental Care is committed to protecting your privacy, dignity and confidentiality at all times. Some of the specific measures in place to ensure this are:

- Consultations and treatments are always conducted in a private room with a nurse.
- You may also bring along your own chaperone at any time if you wish.
- We will always obtain your consent before any examination or treatment.
- You have the right to accept or refuse treatment.
- To understand the proposed treatment, we will normally provide written information.

In accordance with the current data protection regulations, your personal details will only be used to contact you regarding your treatment and may be shared with professional colleagues also involved in your treatment.

You also have the right to access the records that we hold about you and your treatment. If you require copies to take away with you, this can be arranged upon 24 hours' notice.

Your records are held safely for 11 years after you may leave us and for children, we hold the records for 11 years or until the patient is 25 years old, whichever is the longer.

6. Protecting our Patients

We take all aspects of infection control very seriously. All of our treatment rooms are designed to ensure that contamination risks are minimised. All instruments and equipment used in your care are cleaned and sterilised to the highest of professional standards. Staffs also attend routine training in infection control in order to ensure that you are safe from the risk of infection when attending for treatment. Good hand hygiene by both patients and our professional staff is another important aspect in minimising the risk of infection.

7. Standard Form of Contract

You have the right to accept or refuse any treatment offered and we will only proceed after a detailed consultation between you and your Specialist. If appropriate, you may be given some additional information to take away and read if the procedure is complex or if you need more information in order to make a decision on whether to proceed. We will always obtain your verbal consent before treatment proceeds and, for more complex treatments, a written plan will normally be prepared as a form of contract which you may be asked to sign. Although this is a contract, you have the right to change your mind at any time.

8. Professional Fees, Terms of Payment, Changing or Cancelling Appointments

All patients will be provided with a current list of professional fees which details charges for our treatments and available payment terms and methods. If you have any questions, please speak to the Practice Manager. Out of courtesy, and to avoid any charge, we request that at least 24 hours' notice is made if an appointment needs to be changed or cancelled.

9. Racial and Gender Discrimination

Specialist Dental Care is committed to avoiding discrimination of any kind, including on the grounds of race, ethnic origin, nationality, religion, culture, language, skin colour, sex (physical characteristics at birth), gender (self-identity), sexual orientation or age.

10. Facilities for Patients with Disabilities

In so far as practicable, services are provided in such a way that facilitates access by people with physical, sensory and learning disabilities.

With regard to access for the wheelchair-bound, Specialist Dental Care is able to provide limited disabled access with an external ramp and a lift. Within the clinic, assistance with movement will be provided (e.g. when transferring from a chair to the dental chair) but staff are not permitted to lift patients. Patients requiring more assistance are welcome to bring a friend, relative or carer with them to help them with moving.

For patients with sensory and learning disabilities, every effort is made to enable effective communication. However, it is recognised that staff do not always have the specialist skills required to deal with all types of disability. In some cases, the patient may be asked to be accompanied during their consultation by a chaperone who can assist with communication (for example through the use of sign language). In all cases, we need to be sure that we have obtained informed consent before proceeding with treatment or an examination.

11. Children and Vulnerable Adults

The practice accepts patients of all ages. However, as healthcare professionals, we have a responsibility to ensure the safety of any child or vulnerable adult who may visit the facilities. If we suspect that any child or vulnerable adult has been harmed or is at risk of harm, we will report our concerns to the local safeguarding body for further investigation.