

Our Patient Charter is a statement of how 543 Dental & Implant Centre operates and the standards of care that we apply to our staff and patients.

It defines our responsibilities and the high standards we strive to maintain and develop, and what we expect of you as a patient.

Our responsibilities

To listen to your dental problems and to provide simple explanations of treatment and solutions to your dental problems.

To respect you and the choices you make.

To provide treatment in a caring manner and to make it as comfortable as possible.

To protect the confidentiality of any information you provide.

To cooperate with other members of our dental team and other healthcare colleagues so as to act in your best interests.

To follow the latest cross-infection guidelines ensuring your safety is our prime concern.

To keep up to date with the latest technologies and treatments available.

To maintain the professional skills of all our staff through continuous training and education.

To keep to appointment times whenever possible as we understand your time is precious.

Your responsibilities

To respect our appointment times and let us know as soon as possible if you cannot make an appointment, in order that it may be given to someone else.

To pay for treatment as requested.

To follow any advice we may give you after treatment.

To respect our dental team and reception staff as we respect you as a patient.

Failure to attend and late cancellation policy

Failing to attend appointments on two occasions (unless there is a valid reason) will lead to removal from the practice's active list. Surgery time is very valuable and we ask patients to allow the appointment to be offered to another patient by giving us sufficient notice. Fees may be charged and deposits forfeited where 543 Dencare / private appointments are not kept.

Violent or abusive behaviour

Any violent or abusive behaviour will result in immediate suspension from 543 Dental & Implant Centre. Abusive language over the telephone will result in the end of the dialogue with our reception staff.

Receptionists will simply say, 'I am not prepared to discuss this issue any further whilst you are talking to me in that way. I am going to put the phone down and you may call back when you can talk calmly.' Any patients who repeat this behaviour will be removed from 543 Dental & Implant Centre's active lists.

Complaints

We treat all complaints in confidence and see them as an opportunity to improve our service. Our 543 Complaints Procedure can be found on the website.