

## Our Practice Policy

Our practice aims to provide dental care of a consistent quality, for all patients. We have management systems to help us, which define each practice member's responsibilities when looking after you. For a lifetime of brighter smiles!

Everyone at Kings Dental Clinic is friendly and approachable and we try to make every visit a comfortable and relaxing experience. Dr Razban has great deal of experience with nervous patients and has helped many people to completely overcome their fear of the dentist.

Increasingly, our patients are asking for smile makeover. We cover many accepts improving smiles, discoloured teeth, closing unwanted gaps and fixing crooked teeth.

The team aims to provide you with the best dental care of the highest quality and we will take account of your wishes. We will explain options, where appropriate, and costs, so that you can make an informed choice. We will always explain what we are doing to reassure you. We will look after your general health, we will ask about your general health and about any medicines being taken, this helps us to treat you safely, and all information about you will be kept safe and confidential under the new regulation GDPR (General Data Protection Regulation). We strive to maintain the highest standards, using the last materials, equipment and techniques. We follow rigorous procedures for infection control, waste disposal, radiography, health and safety, etc. clinic staff undergo thorough training.

At Kings Dental Clinic we provide free parking for our patient at the back entrance from Vernon Mews road, this is accessible for all patients and people with disabilities, we also provide a portable ramp for the front entrance.

We operate as NHS and Private dentist, we do accept insurance companies example BUPA, Cigna etc. Our price list is on the display at the reception and in the surgeries and is available on the website. Printed copies of the price list are also available from reception in standard and large- print formats. We discuss treatment options and costs with you before any work is done and printed treatment plans/estimate are provided in all cases.

If you have problem, we really do want to hear about. Feedback from patients helps us to improve our service. Please feel free to raise the matter with any member of staff. We will always try to resolve any problems swiftly and informally. If, however, a patient should make a complaint of a more formal nature (written complaints would normally be considered "formal") – we aim to acknowledge these 3 practice working days and provide a full response (with redress or details of action to be taken, if appropriate) within 20 practice working days. The person with responsibility for handling of complaints is the Practice Manager.

We are governed by the GDC (General Dental Council) and comply with guidance issued by them titled: "Standards for Dental Team".

As dental professionals, we must be registered with GDC and meet their standards. There are nine principles that we must follow:

1. Put patients' interests first
2. Communicate effectively with patients
3. Obtain valid consent
4. Maintain and protect patients' information
5. Have clear and effective complaints procedure
6. Work with colleagues in a way that is in patients' best interests
7. Maintain, develop and work within our professional knowledge and skills
8. Raise concerns if patients are at risk
9. Make sure our personal behaviour maintains confidence in us and dental profession

We also registered with Care Quality Commission, Information Commission's Office and Data Security Protection toolkit.