

## Practice-Patient Responsibilities

### **In our practice we**

- Justify the trust our patients have placed in us
- Listen to patients' views and learn from them
- Communicate with patients in a courteous, friendly, professional manner
- Provide patients with the standard of care that we would expect to receive ourselves
- Make sure that patients receive full information about our services, their treatment and its cost
- Provide advice and treatment outside normal surgery hours where necessary
- Stand by the promises we make
- [Refer patients](#) for further professional advice and treatment where appropriate
- Are committed to ensuring that we keep our professional skills and knowledge up to date

### **In our practice we will**

- At all times respect our patients' confidentiality
- Ensure that patients should have to wait no longer than 15 minutes to be seen
- Manage our appointments system so that treatment appointments are booked no more than 4 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 five days of receipt
- Provide patients with a treatment plan and estimate of costs for each new course of treatment. No treatment will be undertaken without the patient's full and specific consent
- 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 according to the agreed procedures
- Provide the highest standards of [infection control](#)

- Provide any emergency treatment required during practice hours as soon as is reasonably practicable. Out of hours, a 24 hour call answering service is available via Answer4U and all clinicians are immediately notified by text message of any emergencies and they will return a patient's call as soon as possible.

### **In return, we would like you to**

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment. Please give sufficient notice if you are unable to keep your appointment. We may charge for missed appointments where we have not been notified
- Treat our staff courteously; they will do their best to help meet your needs