

# Park Road Dental Practice

## Quality Assurance System

1. Our practice aims to provide dental care of consistent quality for all patients. We have management systems to help us and which defines each practice member's responsibilities when taking care of you.
2. In recommending any treatment, we will take into consideration of any requests told by our patients. We will explain options, when the treatment is appropriate to be taken place and all cost will be discussed, so that our patient can make a decision which will suit them best.
3. We will do all we can to look after your general health. We will ask you about any medical changes, any new medications being taken or any sort of updates of your health. This will help us treat you safely. We keep all information private and confidential at all times.
4. Contamination control is also essential to the safety of our patients. Every practice member receives training for contamination control system.
5. We screen all patients for mouth cancer at routine check-ups. We ask patients about tobacco and alcohol use because that may increase your oral cancer risks.
6. Practice working methods are reviewed regularly at meetings of all staff. We encourage all staff to make suggestions for improving the care that we give to patients.
7. We regularly ask patients for their views and suggestions to our services. We have procedures in place to deal promptly with patient complaints and for ensuring that actions have been taken place any mistakes that has been made.
8. All dentists in the practice take part in continuing professional education and Dental conferences, meeting the General Dental Council's requirements. (we are sorry for rescheduling appointments on short notice due to these circumstances) We aim to keep up to date with current thinking on all aspects of general dentistry, including preventive care which reduces your need for treatment.
9. All new staff joining the practice are provided with training in practice-wide procedures. Once a year there in an individual review of training needs for everyone in the practice. All staff members at 186 park road are trained and qualified for CPRS.
10. All members of the practice ensure that dentist are working in a safe environment. Under any circumstances a dentist becomes unfit and in unable to work within our practice, we have procedures to ensure that any concerns are investigated if necessary and acted upon as soon as possible.