

THE SCOPE OF THE GOOD PRACTICE SCHEME

While the Scheme and member practices can never guarantee satisfactory treatment outcomes or oral health gain, we can say that there is a greater likelihood of satisfactory treatment in a practice which observes the Scheme requirements. If structures and processes are right then outcomes are more likely to be right too.

FEEDBACK

We strive to make your visits as pleasant as possible and we hope that you will always be pleased with our service. We are happy to receive positive feedback as well as suggestions on developing our service from our patients.

If you have any reason to believe that we are not doing what the Good Practice Scheme requires, then please let us know. We will be happy to discuss our working methods with you and show you the Scheme requirements. If our explanations do not satisfy you then you can contact the British Dental Association for investigation, specifying the requirement you feel has not been met. Complaints can only be investigated by the BDA if they are within the scope of the Scheme.

For more information on the Good Practice Scheme please ask a member of staff or visit:
www.bdasmile.org

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Good Practice Scheme

What it means for our patients

UK Dentistry's leading quality assurance programme



WHAT BDA GOOD PRACTICE SCHEME MEMBERSHIP MEANS:

Our practice is a member of the British Dental Association Good Practice Scheme.

This means we aim to keep up-to-date with nationally agreed standards of good practice in order to provide the best care for our patients.

We are assessed periodically throughout our membership to ensure our practice is meeting the Scheme requirements.

Achieving the best possible outcomes for our patients depends upon the skills and professionalism of the whole dental team. Our dental team has made this commitment to your dental care:

We are committed to supporting patients towards achieving and maintaining good oral health:

- 1** We will work with you to provide care that meets your needs and wishes. We will explain what we are proposing to do and tell you about any significant risks. We will explain options and cost so that you can make an informed choice about your care and we keep all information about you confidential
- 2** We look after your general health and safety whilst you are receiving dental care by undertaking risk assessments and managing any potential hazards at our premises. Infection control and cleanliness is also essential for safety and we follow current guidelines on preventing cross infection

3 All our staff are given training in practice procedures, staff members responsibilities are clear and staff take part in continuing professional education to keep their skills and knowledge up-to-date

4 Our practice working methods are reviewed regularly and we ask patients for their views on our service in order to identify any opportunities for improvement



Displaying the current year on our Good Practice Scheme plaque shows that our membership is up-to-date. We are also listed on the British Dental Association's patient-website www.bdasmile.org