

PLEASE HELP US TO IMPROVE

We want to always exceed your expectations, but in case we don't at any time, we welcome feedback and suggestions to help us to improve. If you have any reason to think that we do not meet the Quality Practice Scheme requirements then please tell us. We will be pleased to explain how we work towards our goals for continuous improvement in care, safety and service. In case that you are still not happy with our explanation you can contact CODE for a review, but please note that CODE cannot review treatment, but only how we meet Quality Practice Scheme requirements.

For further information please ask a member of our team or visit www.codeuk.com/qps



The Quality Practice Scheme is operated by CODE Association for Dental Practice

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OUR MOST IMPORTANT GOAL IS PATIENT SATISFACTION

CODE



IT'S ALL ABOUT OUR PATIENTS

Continuous improvement in standards
of your care, safety and service



OUR GOALS

Our approach to your care is based on the CODE standards:

- Patients are the most important thing to us, patient satisfaction is our primary aim
- We have a well-led practice
- We do everything in an ethical way
- The whole team takes part in personal development
- We have a quality management system to organise the practice
- Our system is based on clear procedures and policies
- We regularly assess how well we are doing
- We aim for continuous improvement in patient care, safety, service and satisfaction

MEMBERSHIP OF THE QUALITY PRACTICE SCHEME

This practice has been awarded membership of the Quality Practice Scheme.

Membership is awarded when a dental practice meets the CODE Total Quality Management Standards, which are based on all team members working for continuous improvement. We are assessed regularly to check that we are meeting the standards.

Displaying the current year on our Quality Practice Scheme plaque shows that our membership is up-to-date and we have had a recent assessment.

WHAT OUR MEMBERSHIP MEANS TO YOU

Our professional association CODE provides advice and guidance on meeting the regulations and legislation that apply to dentistry. We use a quality management system called 'iComply' that helps us to meet these standards and continually improve. Regular membership assessments check that we are carrying out activities to meet the requirements and our goals above.

Scheme membership cannot guarantee that treatment will always be satisfactory, as things sometimes do not go to plan, but our commitment to quality standards will give you a greater likelihood of a satisfactory treatment outcome.