



Rottingdean Dental Care have been established since 1982 and pride themselves on caring for people and their mouths for life. Their professional team gives patients the very best individual care and the practice offers high quality preventative dental care for all age groups, in an atmosphere that is friendly, supportive and relaxed. They value each patient as an individual, taking the time to get to know them personally and establish what they would really like in terms of dental care.

They promise to welcome everyone into a caring and professional environment whilst clearly describing and explaining the nature of their treatment. Through their highly professional and trained team they perform to the very best standards of work at all times, whilst listening with respect and responding to their patients concerns.

It gives me great pleasure to recommend Rottingdean Dental Care retain the Investors in People (IIP) Standard. All of the people should feel extremely proud of this achievement as this is a direct result of their commitment and support.

Teamwork was described as the key to ensuring patient care remains at the heart of the practice. Everyone is completely committed to supporting people within the team to enable them to effectively engage with the patients. People feel encouraged and empowered by the Directors and managers and this has led to them feeling a strong sense of ownership within their roles that clearly supports the practice.

The dedication and access towards learning and development, and the encouragement people have towards focusing on their professional development, was described as essential to the delivery of their services and as well as meeting their own aspirations. *“Learning is part of what we do every day and we take the opportunity to share information we have learnt that we feel our team will benefit from”*

As discussed during the feedback meeting there are some excellent examples of best practice across the organisation. Moving forward we will explore the areas of best practice against the new framework and focus your journey to ensure we maximise every opportunity to map the organisations overall aspirations relating to future achievements.

I would like to take this opportunity to thank everyone again for their honest, open and valuable feedback during our discussions and I look forward to continuing to work with you all going forward.

- Everyone described a very strong commitment to ensuring patient care is at the heart of everything they do.
- People have a clear understanding of their roles and related responsibilities.
- People are encouraged to undertake learning and development they feel will add value to their role.

- People can clearly see the benefits of the learning and development activities they undertake and how this impacts on the overall organisation.
- Everyone felt that learning and developing is an everyday activity across the organisation.
- People can clearly see the positive impact their role has within the organisation and the difference they make to their patients.

*“We offer so much more here than other practices do and that’s one of the reasons I like working here so much”*

*“I love working here and I can’t imagine working anywhere else”*

*“I love it here and I was thrilled to be asked to take on extra responsibilities that will mean helping our patients”*

*“I really feel part of a great team here and that makes me want to come to work every day”*

*“The fact that they are doing IIP just shows the level of commitment they have towards us”*

*“Our team are excellent and they all do as much as they can to help our patients and support each other”*