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British Dental Association Good Practice Scheme

What the Good Practice Scheme Plaque means:

This plaque shows that our practice is a member of the British Dental Association's Good Practice Scheme.

To call ourselves a good practice, we have

- Carefully looked at the service that we provide for our patients and compared it against nationally recognised standards of good practice for patient care
- Prepared a dossier about our practice to show how we are meeting the Good Practice Scheme's requirements. The BDA asks to see parts of the dossier before we can join the Scheme
- Agreed to let Good Practice Scheme assessors visit the practice whenever they want to
- Continued to carry out our own internal checks on working procedures.

Our membership lasts for three years; at the end of this time we have to reapply and demonstrate that we are still complying with nationally recognised standards of good practice. By displaying the current year, the Good Practice plaque shows that our membership is up to date.

If you would like to know more about the work we have done to achieve membership of the Good Practice Scheme and how it will affect you as a patient of the practice, please ask a member of staff or the dentists for more information.

The Good Practice Commitment

Every dentist and staff member in our practice has made a personal commitment to quality dentistry.

- We aim to provide dental care of a consistently good quality for all patients. We have management systems to help us and these define each practice member's responsibilities when looking after you
- We will work with you to provide care that meets your needs and wishes. We will explain options, where appropriate, and costs so that you can make an informed choice. We will always explain what we are proposing to do and tell you about any significant risks
- Practice working methods are reviewed regularly at staff meetings. We encourage staff to make suggestions for improving the way we care for our patients
- We look after your general health and safety while receiving dental care. We will ask you about your general health and about any medicines that you are taking. This helps us to treat you safely. We keep all information about you totally confidential
- Infection control and cleanliness is also essential to the safety of our patients. All staff working in clinical practice receive training on the current standards of infection control
- We screen all patients for mouth cancer at routine checkups. We discuss tobacco and alcohol use because they increase your oral cancer risk
- All staff in the practice take part in continuing professional education to keep our skills and knowledge up-to-date
- All staff joining the practice are given training in practice procedures. Once a year there is an individual review of training needs for everyone in the practice
- We ask patients for their views on our services. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes that we make. We encourage feedback
- Every member of the practice is aware of the need to work safely under General Dental Council guidelines.

If you have a complaint

If you have any reason to think 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 requirements of the Scheme.

If our explanations do not satisfy you then you can send your complaint to the British Dental Association for investigation, specifying the requirement you feel has not been met. Complaints can only be investigated if they are within the scope of the Scheme.

Why is the Good Practice Scheme important?

Every dental practice wants to do the best for their patients. The Good Practice Scheme helps practices to be aware of the nationally agreed standards of good practice. By meeting the requirements of the Scheme, dental practices aim to provide the best care for their patients.

As these nationally agreed standards of good practice change the Good Practice Scheme will be amended to include these changes. This means that dentists taking part in the Scheme will be encouraged to keep up to date and provide the best care for their patients.

Good communication between practice members and their patients is the heart of good practice and the Scheme encourages dentists to discuss and agree treatment plans with their patients.

British Dental Association
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Good Practice Guide Pub 3-2011

The Surgery is usually open:- Monday to Thursday 9am to 5.45pm; Friday 8.30am to 5.15pm and Saturday 8am to 12am

The Rainham Dental Surgery ... somewhere to get your teeth into!

