

## Quality Assurance Policy

Our quality policy is to have a successful practice by providing a standard of service that consistently satisfies the needs and expectations of our patients. This level of quality is achieved through careful management in a safe and continually improving environment. We aim to provide dental care of a consistently excellent quality for all our patients. Our standards and procedures meet and exceed the 'Essential Standards for Quality and Safety' from the Care Quality Commission.

Our quality management system is implemented through training and is improved by regular review, it ensures that:

- All our dental care is of a consistent high standard quality
- Effective measures of infection control are used and all members of staff receive training
- All legal requirements relating to health and safety in the workplace are satisfied, reviewed and updated regularly
- All legal requirements relating to the safe use of x-ray equipment are satisfied
- Any requirements of the General Dental Council in respect of the continuing professional development of dentists and the dental team are satisfied
- All clinical team members regularly attend post graduate courses to update clinical skills
- All team members are trained to handle medical emergencies
- Weekly practice meetings are scheduled to regularly review the running of the practice. All team members are encouraged to offer suggestions to help improve the management system

### Our quality objectives are:

To maintain and improve the level of quality in all aspects of the patient's journey from the initial contact with the practice to the completion of patient care. It is our aim that patients enjoy an excellent experience as a result of the care they receive with us. We regularly ask patients to comment on our service. Total patient satisfaction is our primary aim.

- To offer specialists or other treatments to a high standard
- To provide the most clinically effective treatments to our patients
- To earn a reputation for providing complete patient satisfaction at all times so as to retain our existing patients and gain new patients
- To improve our internal systems of communication and administration so as to improve our service and increase our efficiency

Dr Patricia Seyf

GDC: 75312

