



Our Commitment to Our Patients

We value and respect our patients and strive to ensure that we meet your expectations. This code of practice describes how we manage our practice systems and communicate with you to achieve this.

All members of our team will

- Act in a way that justifies the trust that you place in us
- Provide you with a standard of care that we would expect to receive ourselves
- Provide advice and treatment outside normal surgery hours where necessary
- Stand by the promises we make
- Keep our professional skills and knowledge up to date
- Keep confidential any information that, as a patient of this practice, you provide

Practice systems – we will

- Manage our appointments so that treatment appointments are booked no more than 10 weeks ahead
- Ensure that you are not kept waiting and will be seen within 30 minutes of your appointment time. Where there is a further delay, we will explain the reasons.
- Where the length of your appointment is longer than 30 minutes, we will remind you of the day and time of your appointment by text, email (as preferred) should we have the correct details held on record for you (please check this with our team).
- Monitor our waiting times for (i) treatment and (ii) for booking appointments
- Provide as much notice as possible, and explain the reasons, if we need to change or cancel an appointment
- Let you know if there is a change in the dentist that you will see, and explain the reason for the change

Communicating with you – we will

- Be courteous, friendly and professional at all times
- Respond promptly to telephone calls – and we will never ask you to ‘hold’ without first finding out why you have called
- Make sure that you receive full information about our services and our policy for collecting fees, including the methods of payment that we accept
- Explain your treatment options and costs, answer your questions and allow you time to consider the best option for you
- Provide you with a treatment plan and estimate of costs for each new course of treatment. No treatment will be undertaken without your full and specific consent
- Provide urgent advice and care during practice hours as soon as is practicable. Outside normal surgery hours, patients can contact 111 for emergency advice and Denplan patients can contact Denplan on 0800 328 3223.
- Refer you for further professional advice and treatment when appropriate
- Respond to correspondence within five days of receipt
- Encourage you to provide feedback – we will listen to your views and learn from them
- Make it easy for you to complain or raise a concern about any aspect of the care or service that you have received. Our procedure for dealing with complaints is available on our website www.thewaltonpractice.com.

And, we ask that you

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment
- If you are unable to keep your appointment, please let us know at least 48 hours before your appointment time. We may charge for missed appointments where we have not been notified or if you miss an appointment as an NHS patient on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice.
- Tell us if your contact details (address, telephone numbers, email) change so that we can keep our records up to date and ensure that we are able to contact you
- Treat our staff courteously; they will do their best to help meet your needs