

## Patient Satisfaction Policy

### Patient satisfaction

The primary goal of this practice is patient satisfaction, which means that patients are satisfied with the care and service we provide and feel that their best interests are taken into account at all times.

These are some of the measures we take to achieve this goal:

#### *Patient care:*

- Paying attention to the most up-to-date recommendations on dental treatments made by the General Dental Council and other leading bodies
- Regularly conducting thorough audits of our clinical practice and taking action on any shortcomings that may be revealed.

#### *Involving patients in considering how the practice should be developed:*

- Paying attention to patients' feedback about our services, through regular Patient Satisfaction and Waiting Time surveys
- Inviting both formal and informal comments and suggestions, including via our comments and suggestions box.

#### *Making sure that patient safety is properly protected at all times whilst on our premises:*

- Putting in place safeguarding measures to minimise the risk of injury or harm to patients
- Ensuring that children, people who may need special support or who are vulnerable are properly protected and are accompanied by a chaperone

#### *Ensuring that patients understand and consent to the plans that we propose for their treatment:*

- Always discussing treatment options and what each involves, with patients before committing to treatment
- Taking account of and regularly requesting updates on a patient's medical history
- Carrying out a Mental Capacity Assessment (M 289A) where it is considered the patient may lack capacity, in line with national legal requirements

*Providing information about our services, including a range of leaflets and information sheets that are available in different formats, on request.*

*Keeping patients informed if they are kept waiting for their appointment beyond the scheduled time.*

### Information for patients

We provide leaflets and other information including the following:

- Practice brochure
- Treatment advice leaflets
- After-care leaflets
- Patient leaflet on personal information (M 217P)

In addition, patients are welcome to view our patient focused policies including:

- Appointment Cancellation (M 233-APC)
- Chaperone Policy (M 233-CHP)
- Child and Vulnerable Adult Protection (M 233-CVP)
- Child Safety (M 233-CHS)
- Confidentiality (M 233-CON)
- Consent (M 233-CNS)
- Data Protection (M 233-DPT)
- Disability (M 233-DIB)
- Equality, Dignity and Human Rights (M 233-EQD)
- Fees Policy (M 233-FEE)
- Freedom of Information (NHS) (M 233-FOI)
- Medical History (M 233-MHR)
- Meeting Nutritional Needs (M 233-MNN)
- Out-of-hours Services (NHS) (M 233-OUS)
- Acceptance for NHS Treatment (NHS) (M 233-PAC)
- Patient Care (M 233-PCA)
- Patient Complaints (M 233-COM)
- Patient Experience (M 233-PPX)
- Patient Payment (M 233-PEY)
- Patient Satisfaction (M 233-PSF)
- Recalls (NHS) (M 233-REL)
- Referrals and Sepsis (M 233-RFL)
- Refusing Access to Patients (NHS) (M 233-RAP)
- Safety Incident Reporting (M 233-SIR)
- Serious Incidents (M 233-SUI)
- Treatment Planning (M 233-TRP)
- Zero Tolerance on Violence and Aggression (M 233-VAW)

The policies are available to patients to read on request.

#### **Giving feedback**

We regularly monitor patient views on our services via a periodic Patient Satisfaction Survey (G 115), Waiting Time Survey (G 120) and other comments and suggestions communicated to us verbally or in writing. We encourage patients to talk to us if there is any topic they wish to raise, or give us anonymous feedback if this is preferred.

We welcome feedback and are keen to know of any concerns or complaints so that we can address any problem and continually improve our standards of care and service. The Complaints Policy (M 233-COM) contains more information about how we manage and learn from patient complaints.