

Statement of Purpose

The aims and objectives of our service;

- To provide a high quality and accessible range of dental care to the whole community without discrimination
- To provide patients with these services in a safe, approachable and professional environment choosing the most minimally invasive treatment options where possible
- To place strong emphasis on prevention of oral disease in the community and foster an understanding of its benefits by encouraging patients to take responsibility for their own oral health
- To ensure all team members work safely according to current national guidelines and preventatively by using evidence based toolkits in our every day practice
- To ensure patients are treated individually and holistically and are involved fully in the decision making regarding their care
- To obtain valid and informed consent by fully explaining the diagnosis to patients in a language they can understand, (using an interpreter and visual aids where necessary), and discussing all treatment options including the costs, advantages, disadvantages and risks
- To recall patients at an individual and mutually agreed interval according to their risk status
- To act in patients' best interests by involving other professionals in their care and referring on to specialist or secondary services where appropriate
- To carry out staff appraisals and personal development plans to support and encourage team members in their professional development to have the correct skills and training to carry out their duties competently
- To continually seek to improve our services and care by undertaking frequent audits as part of compliance
- To promote a culture of open communication with patients so they can help shape our service provision
- To improve patient satisfaction and delivery of care by undertaking patient satisfaction surveys and capturing ad hoc patient comments
- To view patient complaints as an opportunity to increase the influence our patients have on how we plan and deliver our services
- To provide both a safe and fair environment by ensuring the dental team works to the principles of the Safeguarding Children and Vulnerable Adults Policy, the Mental Capacity Act and Ethical/Diversity Principles
- To maintain a safe environment by ensuring that any adverse or significant events are fully investigated, recorded and policies reviewed to ensure the likelihood of them being repeated is minimised or if possible eradicated

By accessing the services we provide patients can expect the following benefits;

- to be treated in a friendly and caring environment
- to be treated fairly, as individuals and with dignity and respect
- to be provided with a high quality standard of care which is safe and based on up-to-date research and guidelines
- to be educated in how to prevent dental disease

- to be involved in their own care, decision making and planning
- to be well informed regarding treatment options and costs