

Oxford Orthodontic Centre

QUALITY ASSURANCE POLICY

- Our practice aims to provide care of a consistent quality for all patients. We have management systems to help define the responsibilities of each member of staff when looking after you.
- In proposing treatment, we will take account of your own wishes. We will explain options, where appropriate, and costs so that you can make an informed choice. We will always explain what we are doing.
- We will do all we can to look after your general health. We will ask you about your general health and about any medicines being taken. This helps us to treat you safely. We keep all information about you confidential.
- Contamination control is also essential to the safety of our patients. Every member of staff receives training in practice systems for contamination control.
- We do not screen all patients for mouth cancer at routine appliance checks; please see your general dental practitioner if you are concerned.
- Practice working methods are reviewed regularly at meetings of all members of staff. We encourage all members of staff to make suggestions for improving the care we give patients.
- We regularly 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.
- All dentists in this practice take part in continuing professional education meeting the General Dental Council's requirements. We aim to keep up-to-date with current thinking on all aspects of general dentistry, including preventive-care, which reduced your need for treatment.
- All members of staff joining the practice are given training in practice-wide procedures. Once a year, there is an individual review of training needs for everyone in the practice.
- All members of the practice know the need to ensure that dentists are working safely. In the unlikely event that a dentist in this practice becomes unfit to practice, we have systems to ensure that concerns are investigated and, if necessary, acted upon.