



Code of Practice – Patients' Concerns

Larkhall Dental Rooms place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any patient concerns very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way. The person responsible for dealing with any concerns in the first instance is the Practice Manager: **Maxine Caine**.

If a patient raises an issue they are unhappy about in the absence of the Practice Manager, after listening to a description of the problem, we will immediately contact the next senior person. A member of staff will take brief details of the concern and pass this to the Practice Manager on their return.

If the concern is about any aspect of clinical care, treatment or associated charges raised the Practice Manager will acknowledge the concern, then pass it on to the relevant treating dentist to deal with.

If the concern is of a staffing or administration nature the Practice Manager will deal with this, speaking to the individual of concern and responding to the patient.

Concerns raised will be acknowledged in writing within two working days (unless the Practice Manager is unavailable and away from the practice, in which case the patient will be advised of this and the expected date of return to the practice). The written acknowledgement will also include a copy of this Code of Practice.

After the initial acknowledgement the concern will be fully investigated and reported back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing. Proper and comprehensive records are kept of any concerns or complaints received.

Our in-house procedure described will hopefully resolve most issues. If you do not wish to use our services, the following organisations can deal with complaints or give advice concerning patient issues:

Bath and North East Somerset Clinical Commissioning Group (NHS)

ST. Martins Hospital Clara Cross Lane Bath BA2 5RP

Tel: 01225 831400

NHS ENGLAND email: england.contactus@nhs.net

Tel: 0300 311 22 33

The Dental Complaints Services (Private treatment)

Tel: 08456 120540

The General Dental Council (Dentist's registration body)

37 Wimpole Street, London W1M 8DQ