

PATIENT'S GUIDE

Weston Family Practice

Welcome to Weston Family Practice! Our aim is to make your treatment and care at the Practice as relaxing and comfortable as possible. If you are a patient or a prospective patient we hope this guide will inform you of how our Practice works and what we do to ensure that you receive the highest possible standards of care throughout your stay.

Summary of Statement of Purpose

Weston Family Practice provides Private dental care to patients. We provide a range of treatment which will help you maintain your oral health.

The manager and staff at Weston Family Practice are dedicated to providing the highest possible level of care to patients. As such, we are committed to achieving and maintaining full compliance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2009 and the Care Quality Commission (Registration) Regulations 2009.

Registered Provider and Registration Details

Our registration details with the Care Quality Commission are as follows:-

The Service Provider is Weston Family Practice Ltd.

The *person registered with the CQC as being in day to day charge* of Weston Family Practice is Dorota Paciorek

The registered persons can be contacted via the Practice:

Address: Weston Family Practice
343 Weston Coyney Road, Weston Coyney, Stoke-on-Trent, ST3
6ES
Tel: 01782 313 232

You can contact the *Care Quality Commission* at:-

Address: CQC North West, Citygate, Gallowgate, Newcastle upon Tyne, NE1
4PA
Tel: 03000 616161
E-mail: enquiries@cqc.org.uk
Website: <http://www.cqc.org.uk/>

Inspection Reports prepared by the Care Quality Commission can be downloaded from their website. Alternatively, reports can be obtained by contacting the Care Quality Commission or by asking at Reception.

Quality Assurance at Weston Family Practice

We take our responsibilities as dental professionals very seriously and all members of staff are qualified and trained in the performance of their duties.

Staff training is reviewed at least annually and we actively encourage all staff to continually update their knowledge and skills to ensure that we can provide you with the most up-to-date advances in dental health and oral hygiene.

As a Practice, we take infection control very seriously. All of our treatment rooms are designed to the highest standards to ensure that contamination risks are minimised. All of our instrumentation is cleaned and sterilised to industry standards and staff attend routine training in infection control in order to ensure that you are safe from the risk of infection when attending treatment.

Good hand hygiene is an important aspect (patients and staff) in minimising the risk of infection. For your convenience, you will find hand washing facilities or hand sanitizers available throughout the Practice.

Terms and Conditions/Payment for Treatment

Enclosed with this Guide is a copy of our current Price List which details charges for our treatments and available payment methods. If you have any questions, please speak to the Receptionist or a member of staff. If the Price List is missing, please ask for a replacement at Reception. Out of courtesy we request that at least 24 hours notice of cancellation is given.

Standard Form of Contract

You have the right to accept or refuse any treatment offered. We will only proceed with treatment after a detailed prior consultation between you and the attending practitioner. The dentist may decide to give you some information to take away if the procedure is complex or if you need more information in order for you to make a decision on whether to go ahead with treatment. We will always obtain your verbal consent before treatment proceeds and a treatment plan will be drawn as a standard form of contract which you will be asked to sign. Although this is a contract, you have the right to change your mind at any time.

Protecting the Privacy and Dignity of Patients

Weston Family Practice is committed to protecting your privacy, dignity and confidentiality at all times. Some of the specific measures in place to ensure this are:

- ⇒ Consultations and treatments are always conducted in a private room.
- ⇒ You may be chaperoned during any consultation or treatment if you wish.
- ⇒ We will always obtain your consent before any examination or treatment.
- ⇒ You have the right to accept or refuse treatment
- ⇒ We will provide you with written information on our treatments so that you fully understand the procedures we undertake.
- ⇒ Your records will be stored securely in accordance with the Data Protection Act 1998.

Racial and Gender Discrimination

Weston Family Practice is committed to avoiding discrimination of any kind, including on the grounds of race, ethnic origin, nationality, religion, culture, language, skin colour, sex (physical characteristics at birth), gender (self-identity), sexual orientation or age.

Facilities for Children at Weston Family Practice

As dental professionals we have a responsibility to ensure the safety of any child who visits the Practice. If we suspect that any child attending the practice, for any reason, has been harmed or is at risk of harm, we will report our concerns to the local safeguarding body for further investigation.

Facilities for Patients with Disabilities

In so far as practicable, services are provided in such a way that facilitates access by people with physical, sensory and learning disabilities.

The access policy for the wheelchair-bound at Weston Family Practice is: We are unable to provide disabled access. We refer disabled clients to the Care Quality Commission who will be best informed to advise of the nearest registered establishment offering similar treatments. Within the Practice, assistance with movement will be provided (e.g. when transferring from a chair to the dental couch) but staff are not permitted to lift patients. Patients requiring more assistance are welcome to bring a friend, relative or carer with them to help them with moving.

For patients with sensory and learning disabilities, every effort is made to enable effective communication. However, it is recognised that staff do not always have the specialist skills required to deal with all types of disability. In some cases, the patient may be asked to be accompanied during their consultation by a chaperone who can assist with communication (for example through the use of sign language). In all cases, we need to be sure that we have obtained informed consent before proceeding with treatment or an examination.

Giving Feedback on our Services

Weston Family Practice aims to maintain a relaxed and open relationship with our patients, which we hope means that you will feel comfortable making comments or suggestions to staff at any time. Dorota Paciorek is responsible for ensuring that a formal patient survey is carried out annually. The questions cover patient opinions about their treatment, staff and personnel, the premises/facilities and the overall service. The results are analysed and are summarised into a format which you can ask to see.

Resuscitation Policy

In the unlikely event of a cardiac arrest or other medical emergency, Weston Family Practice staff immediately request assistance from the Emergency Services by dialling 999 and undertake resuscitation to the full extent of their abilities until the Emergency Services arrive.

Accessing Your Records

Under the Data Protection Act 1998 you have a right to access the records that we hold about you and your treatment. If you require copies to take away with you, this can be arranged upon 24 hours notice and may be subject to an administration charge.

Making a Complaint

If you are unhappy about any aspect of your care, Weston Family Practice has a formal complaints policy which details the stages of the process and the timescale we aim to achieve in dealing with any complaint. A summary is provided below:

- ⇒ If you wish to lodge a complaint, Dorota Paciorek will be informed and will deal with the matter. If the complaint is made in person, you will be taken into a private area and time given to hear the comment or complaint in full.
- ⇒ If the complainant is not the patient, written consent must be provided by the patient on whose behalf the complaint is being lodged.

- ⇒ If the complaint is made in writing, the complaint will be recorded as such and the patient invited to lodge an official complaint, laying out in detail the circumstances of the complaint.

Our time scales for dealing with a complaint are as follows:-

- ⇒ Written acknowledgement is sent within 2 working days (unless a full reply can be completed within 5 working days).
⇒ A full response is sent within 20 days; or when an investigation is on-going, a full response is sent within 5 days of its conclusion.

Staff from Weston Family Practice take any complaint very seriously and will fully support any patient who wishes to make a complaint to ensure that the matter is properly resolved.

If you remain unhappy, you can contact the Dental Complaints Service who provide a complaints resolution service for private patients. They are also able to supply contact details about complaints in NHS dental care. Their contact details are as follows:-

Name: Dental Complaints Service

Address: The Lansdowne Building, 2 Lansdowne Road, Croydon CR9 2ER

Telephone: 08456 120540

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk

Please be assured that any comment or complaint you wish to make about our service will not in any way affect the treatment and care you receive at the Practice.

Questions and Comments

If you have any questions, comments or views about the information printed in this Guide or in any of our treatment leaflets, please speak to a member of the team here at the Practice. The information contained in all of our guides is reviewed at least once a year and we take into account all suggestions made when we update our documentation.