



## Patient Charter

### We promise to...

- Welcome you into a caring and professional environment
- Listen to your dental concerns and wishes
- Explain in clear, jargon free language your treatment needs and options
- Provide a written estimate of costs before treatment begins
- Keep you informed of the latest techniques and use the best materials available

We employ a strict cross-infection control policy which protects both patients and staff. Disposable instruments are used wherever practical and sterilisation procedures are rigorously adhered to and monitored continuously making the dental environment truly safe.

### In return we ask you to...

- Help our practice grow by recommending family, friends and colleagues
- Pay for your treatment as requested
- Let us know what we could do better
- Look after the work we have done for you with the techniques we will show you and attend recommended check ups.

### Help us use the surgery time effectively by...

- Keeping your appointment you have made with us.
- Giving at least **48** hours notice for any appointments you cannot make (a fee will be incurred if less time is given)

This will keep the time between appointments to a minimum and our fees competitive.