



Chichester Smiles Dental Practice Ltd

Statement of Purpose

From 1st April 2011 this practice was registered with and regulated by the Care Quality Commission for the following activities:

Anyone can apply to us for the provision of services (i.e. whole population). Patients can be accepted for general dental services or for minor oral surgical services or both.

Aims and Objectives

1. Treatment of disease, disorder or injury

- To provide a high quality and range of dental services to the whole community, including consultations, x-rays, routine restorative work, endodontic, treatment of periodontal disease, prostheses & cosmetic work.
- To offer patients a friendly and professional service.
- To explain the diagnosis to patients in detail, where particular attention should be given and necessary action – treatment options, costs, risks, advice, etc.
- To refer to appropriately qualified specialist dental practitioners where necessary. Temporary treatment is provided if necessary.
- To keep patients well-informed of costs and to discuss treatment progress at each stage, obtaining relevant consent.
- To offer a preventative service.
- To establish an individually-developed personal dental health regime for each patient to meet their dental care needs and aim for a high level of oral health.

2. Surgical procedures

- To provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc.

- To obtain valid consent for all surgical procedures carried out at the practice.
- To monitor patient progress for complex surgical, post-procedure & following clinical protocol to ensure full recovery and minimize risks.

3. Diagnostic and screening procedures

- To arrange and agree appointments and review appointments within an appropriate personal timeframe with patients.
- To undergo a complete and detailed examination of the patient's oral health with help from relevant diagnostic equipment, taking into account relevant medical history.
- To inform patients of the results of such diagnostic and screening procedures with a view to discussing possible treatment options.

Summary of aims:

We aim to provide a comprehensive service to the whole population without discrimination. We use good quality modern materials and approved techniques. While not always possible, we aim to see patients on time and keep them informed if we are running late. Where appropriate and without breaching confidentiality we offer an explanation. We endeavor to spend sufficient time with patients. We believe that we are open and fair with all our patients and welcome open communications which help us to continue our services in a manner approved by the majority. We endeavor to have more than adequate numbers of staff available for most of the time in order that a prompt and caring environment can be maintained.

Help from patients

Our aims can best be achieved if:

- Patients only book appointments which they are able to attend and give adequate notification if cancellation should be necessary.
- Patients allow plenty of time for attendance so that administrative matters can be dealt with before the clinical appointment time.
- Patients are tolerant in circumstances where things do not always go right first time & realising that sometimes many procedural steps and staff are involved creating a complex situation.
- When providing feedback on any aspect of service this is done in a non-confrontational, friendly and courteous manner. We will always try to accommodate patient's views.
- Patient's attend regularly and listen to the professional advice being given while also advising of any concerns which they may have
- We require each patient to provide us with an accurate Medical History detailing past and present condition, including medication.

Statement on Cleanliness and Infection Control

Your safety is of paramount importance to us.

Our Dental Practice implements recommended procedures to prevent cross infection and follows current Department of Health Technical Memorandum 01-05 recommendations for decontamination of equipment and premises.

This means that we use disposable equipment whenever possible and that all other equipment is sterilised in an autoclave, in a separate sterilising area, to destroy all known germs. Sterilised instruments are then packaged in sterilising pouches, dated and stored in a clean area for use when required. All equipment is serviced very regularly to required standards and we at Chichester Smiles Dental Practice work towards **Best Practice**.

Patient Involvement Rights

Chichester Smiles Dental Practice takes full account of Patients' comments, their rights and autonomy. Chichester Smiles Dental Practice conducts regular anonymous surveys of patients' views on the services care and treatment provided. The Practice information leaflet and web site available to patients gives full details of the services provided and invites comment.

Chichester Smiles Dental Practice has an in house complaints policy for the effective and speedy resolution of patients' complaints or concerns.

Patients' needs and expectations are assessed at the outset and treatment alternatives, benefits and risks are explained fully before treatment is started. Informed consent is secured before treatment commences.

Appointment times, days and preferences are discussed to suit individual needs and preferences where possible.

Patients' choices in respect of treatments provided and their wishes to be treated on specific days or by certain staff are noted and taken fully into account.

Chichester Smiles Dental Practice likes to increase patient influence by having a suggestion box.

Statement Equality, Diversity and Human Rights

Chichester Smiles Dental Practice recognises the principles of Equality, Diversity and Human Rights both for its patients and for its employees.

Discrimination, Harassment and Victimisation are defined in our practice policy and all staff are required to conform to this policy and to bring to the attention of Caroline

Adair any issues which might violate the principles contained in our policy.

Caroline Adair is responsible for considering and taking action if any instances which may breach our policy are brought to her attention.

Chichester Smiles Dental Practice recognises and conforms to the European Convention on Human Rights Act 1998.

CRB Checks

Enhanced Criminal Records Bureau Checks

All dentists at Chichester Smiles Dental Practice hold a current Enhanced Criminal Records Bureau Check as required by the Health and Social Care Act. CRB checks are in process for all dental nurses.

Where we are:

Chichester Smiles Dental Practice Ltd,
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Chichester,
West Sussex PO19 1RP



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