Statement of purpose

This practice is registered with and regulated by the Care Quality Commission for the following activities.

Aims and Objectives

We always aim to deliver a very high standard of dental treatment in a caring, safe and thoughtful environment aiming to provide excellent oral health to all our patients attending the practice. It is our aim to always provide the highest quality dental treatment in line with current and past research and evidence, choosing minimally invasive approach where possible. The service we provide will increase the awareness of prevention and positive health choices. We keep abreast with current dental techniques through continual education and training so that we may deliver comprehensive treatment choices to our patients. We have specialist in all the major disciplines of dentistry and if you choose to come to our practice there is every likelihood that your treatment will be carried out at the Practice. We list below the regulated activities carried out:

1. Diagnostic and screening procedures
   - To arrange and agree appointments and review appointments within an appropriate personal time frame with patients.
   - To perform a full detailed examination of patient’s oral health using relevant diagnostic equipment taking into account relevant medical history.
   - 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. Treatment disease, disorder or injury.
   - To provide a high quality and a range of dental services to the whole community including consultations, x-rays, routine restorative work, cosmetic dentistry, implants, orthodontics, endodontic, treatment of periodontal disease.
   - To inform patients of the results of such diagnostic and screening procedure with a view to discussing treatment options, costs, risks, advice etc.
   - To refer to appropriately qualified specialist dental practitioner where necessary and will provide temporary treatment if required.
   - To keep patients well-informed of costs and to discuss treatment progress at each stage, obtaining relevant consent.
   - To create an atmosphere in the practice in which the patients feel relaxed and able to discuss freely their dental health issues.
   - To provide a service based on prevention and to establish a personal treatment plans for the patient.

3. Surgical Procedures
   - To provide detailed information and explanations to patients where a surgical procedure is necessary outlining the benefits, procedures involved, risks and outcomes etc.
   - To obtain valid consent for all surgical procedures carried out at the practice.
   - To monitor patient progress in accordance with relevant clinical protocols to ensure that recovery is both full and uneventful.

Practice aims.

We have core practice aims and values that we publicly promote to patients and these are as follows:

As a practice we will:
   - Wherever possible, see patients on time and give an apology and an explanation if we run late by more than 10 minutes
   - Operate within a policy and culture of openness and honesty in everything that we do.
   - Use good quality modern materials and approved techniques.
   - Support continuing staff training and development.
• Spend sufficient time with the patient to meet their clinical needs.
• Promote a culture of good and open communication with patients so they can help shape our service provision.

Our patients can help us achieve these aims by:
• Patients only book appointments which they are able to attend
• Understanding the need for change to sustain a good quality service.
• Patients are tolerant in circumstances where things do not always go to plan as many procedural steps are involved in complex treatments.
• 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 and respond quickly and sympathetically.
• We require each patient to provide to us with an accurate Medical History detailing past and present conditions including medication.

Patient Involvement Rights
• Smile Design Dental practice takes full account of patient comments, their rights and autonomy.
• At the Practice we conduct regular survey of patient views on the service care and treatment provided. The Practice information leaflet and website available to patients to give full details of services provided and invite comments to Komal Suri
• Smile Design Dental practice has an in-house complaints policy for the effective and easy resolution of patients complaints and concern.
• Patients’ need and expectations are assessed at the outset and treatment alternatives, benefits and risks are explained fully before treatment is started and informed consent is always secured.

Statement Equality, Diversity and Human Rights
• Smile Design Dental Practice recognises the principles of Equality, Diversity and Human Rights 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 Komal Suri any issues which might violate the principles contained in our policy
• Komal Suri is responsible for considering and taking action if any instances which may breach our policy are brought to her attention.

CRB CHECKS – Enhanced Criminal Records Bureau Checks
All dentists at Smile Design Dental Practice hold a current Enhanced Criminal Records Bureau Check as required by the Health and Social Care Act.

Registered Service Provider is Komal Suri
Smile Design Dental Practice, 33 High Street, Wendover, Bucks. HP22 6DU
Tel: 01296642163
Email – Komal@smiledesigndental.co.uk
Website – www.smiledesigndental.co.uk