

PUTTING THINGS RIGHT

Purpose

To provide information on the progress and performance of Eastgate Dental Surgery in dealing with concerns.

This report outlines how Eastgate Dental Surgery has dealt with concerns for the period 1 April 2014 – 31st March 2015.

Any concerns are recorded in the practice 'putting things right' file and then discussed with the principle dentist James Trigg and staff. When the concern has been addressed and an outcome has been decided we again record this in the above file and implement the changes that we deem necessary. If it is deemed appropriate, we shall contact the patient who initially reported the concern and explain the changes that we plan to make to prevent them from occurring again.

1. Concerns Statistics (as per data capture return)
None
2. Themes, trends and any key issues emerging from Concerns
None
3. Lessons Learnt
We have learnt the importance of effective communication with our patients. We endeavour to assure that they are aware of their treatment options and that the patients are always clear regarding the cost and if their treatment is being provided on the NHS or independently (private).
4. Conclusion and priorities for improvement
We conclude that our patients have good opportunities to air concerns within the practice and we review any such concerns once they have been raised and again at each practice staff meeting which are held monthly. We audit all concerns annually and shall continue to encourage a good relationship between ourselves and patients, make improvements to avoid any issues being repeated and create an environment in which patients feel able to talk honestly and discuss their experiences at Eastgate Dental Practice good or bad.