

STATUTORY REQUIREMENTS AS STIPULATED IN THE GDS CONTRACTS

Admor recommend that a copy (proof) of your Practice Information Leaflet be forwarded to your local CCG for approval prior to printing.

A PATIENT INFORMATION LEAFLET SHALL INCLUDE:

1. The name of the Contractor.
2. In the case of an Agreement with a qualifying body—
 - (a) the names of the directors, chief executive and secretary of that body, in so far as those positions exist in relation to the qualifying body; and
 - (b) the address of that body's registered office.
3. The full name of each person performing services under the Agreement.
4. In the case of each person performing dental services under the Agreement, his professional qualifications.
5. Whether the Contractor undertakes the teaching or training of persons who provide dental services or who intend to do so.
6. The address of each of the practice premises.
7. The Contractor's telephone and fax numbers and the address of its website (if any).
8. Whether the practice premises have suitable access for disabled patients and, if not, the alternative arrangements for providing services to such patients.
9. How to request services as a patient.
10. The rights of a patient to express a preference of practitioner, and the means of expressing such a preference.
11. The services available under the Agreement.
12. The normal surgery days and hours of the practice.
13. The arrangements for dental services for the hours and days that fall outside normal surgery hours (whether or not provided by the Contractor) and how the patient may contact such services.
14. If the services in paragraph 13 are not provided by the Contractor, the fact that the PCT is responsible for commissioning the services.
15. The telephone number of NHS Direct and details of NHS Direct online.
16. How patients may make a complaint or comment on the provision of service.
17. The rights and responsibilities of the patient, including keeping appointments.
18. The action that may be taken where a patient is violent or abusive to the contractor, its staff, persons present on the practice premises or in the place where treatment is provided under the Agreement or other persons specified in clause 34.
19. Details of who has access to patient information including information from which the identity of the individual can be ascertained) and the patient's rights in relation to disclosure of such information.
20. The name, postal and website address, and telephone number of the PCT and from whom details of primary dental services in the area may be obtained.

SUGGESTED CONTENTS FOR YOUR PATIENT INFORMATION LEAFLET

GENERAL

1. If you are a new patient, we would like to take this opportunity of welcoming you to this practice.
2. Changes in dental regulations have resulted in dentists being encouraged to tell their patients more about the services they have to offer.

THE PRACTICE

- 3a. I am a single-handed practitioner.
- 3b. I am a single-handed practitioner, but I employ the services of a dental hygienist.
- 3c. All the dentists in this practice are in partnership.
- 3d. Some of the dentists in this practice are in attendance on a part-time basis.
- 3e. As this practice has more than one address it is necessary, at various times, to be in attendance at our other surgery.
- 3f. All dentists at this practice work on a job-share basis.

DENTAL CARE

4. It is estimated that despite the importance of dental health half the population do not visit a dentist regularly. Irregular dental treatment often results in more extensive and, consequently, more expensive dental treatment. Regular visits help to cut down problems – and the bills!
- 5a. It is our practice philosophy to promote dental health at all times. Therefore we recommend regular check-ups. These will also help keep down the cost of your treatment.
- 5b. Of course, you may already attend regularly, in which case you are probably fully aware of the importance of dental health and your dental appearance.

HYGIENIST

6. We employ a dental hygienist who is trained in all aspects of dental care, including scaling and polishing teeth, and to give advice on promoting oral health.

POLICY

7. It is our policy for each patient to see one dentist on a continuing basis.

However, if this is not possible for any reason, suitable alternative arrangements will be made for you to see someone within the practice.

CHILD CARE

8. Babies and young children can be looked after by our reception staff whilst their parents visit us.

REFERRALS

- 9a. Over the years we have developed experience in all aspects of dental care, but in certain cases we may refer patients to colleagues who have special skills in certain types of treatment. For example: tooth straightening (orthodontics).

SPECIAL SERVICES

- 9b. In addition to routine treatments this practice offers:
 - An orthodontic service – tooth straightening.
 - Fissure sealing – to prevent tooth decay.
 - Mouthguards – to protect your teeth.
 - Cosmetic dentistry – for a better smile.

FOREIGN LANGUAGES

10. Languages spoken at this practice include...

NHS TREATMENT AND CHARGES

- 11a. Some NHS patients are entitled to either full or partial exemption from charges. If you think you may qualify, please ask.
- 11b. If you are in one of the following categories you may qualify for full or part exemption from charges: Under 18; aged 18 and in full-time education; an expectant mother; a mother with a child under one year; a family receiving Income Support or income-based Jobseeker's Allowance or Pension Credit Guarantee Credit; you are entitled to, or named on, a valid NHS tax credit exemption certificate; you are named on a valid HC2 certificate. If in doubt, please ask.
- 11c. Expectant mothers. This is a time when dental health can deteriorate seriously. Regular care is essential – and free under the NHS.

- 11d. Under NHS regulations a patient can be asked to pay charges at commencement of treatment. Please be prepared to do this, or when asked to do so by the receptionist.
- 11e. At present NHS patients pay according to the charge band appropriate to the treatment required.
- 11f. If, following a check-up you need further treatment, we will give you a treatment plan showing the cost involved. This may alter as your treatment progresses or as the result of x-rays. Should it change significantly, we will inform you.
- 11g. If, following a check-up you need further treatment, we will give you a treatment plan showing the estimated costs.
- 11h. At the start of any course of treatment you will be provided with a treatment plan and the cost involved. We are always happy to discuss this with you. The treatment plan also explains your entitlement under NHS dental care.
- 11i. NHS and Private treatment are both available at this practice. If you would like to become a private patient, or would like details, please ask at reception.
- 11j. Both NHS and private treatment are available at the same time by agreement with your dentist.
- 11k. We are a Denplan registered practice. This is an alternative method of obtaining private health cover. Ask for details.
- 11l. We are a Denplan registered practice. This allows you to be treated as a private patient for a monthly payment. Ask for details.
- 11m. The NHS provides all the treatment necessary to secure and maintain your oral health. You may also choose to have some treatments (i.e. cosmetic) provided privately. We are happy to discuss these options with you.
- 11n. All dental treatment for adults is carried out privately at this practice. However, patients under 18 still receive free treatment under the NHS.
- 11o. The only NHS treatment carried out at this practice is for patients under 18 years, which is free. All adults are seen privately.
- 11p. We are an independent practice. This means we will treat children under the NHS, but all adult patients are seen on a non-NHS basis.
- 11q. We are an independent practice. This means adult patients are seen on a non-NHS patient basis. Patients under 18, however, still receive free treatment under the NHS.

COSMETIC DENTISTRY

- 12. If any aspect of your dental appearance concerns you, no matter how trivial it may seem, please discuss it with us.

ANXIOUS?

- 13. Some people feel a deep-seated anxiety about dentistry. We understand. Please discuss your fears with us and we will do everything we can to help.

HOME VISITS

- 14. Special arrangements can be made to provide home visits for patients who are very sick or disabled.

EMERGENCY SERVICE

- 15a. If you are in pain during surgery hours, please telephone and every effort will be made to see you as soon as possible.
- 15b. If you are in pain outside surgery hours, telephone our emergency number. If you need to see a dentist arrangements will be made, although not necessarily with someone from this practice.
- 15c. For emergency treatment outside normal surgery hours contact NHS Direct on 0845 4647 or www.nhsdirect.nhs.uk.
- 15d. If we arrange to see you out of normal hours, it may be necessary for you to be accompanied, so please be prepared to bring someone along with you.

APPOINTMENTS

- 16. We always try to see patients at the appointed time. If you are kept waiting there is normally a good reason. Please be patient.
- 17a. If you have to cancel an appointment we require, whenever possible, 24 hours notice. This enables us to make alternative arrangements – perhaps to see someone in pain.
- 17b. Patients who habitually break, cancel, or arrive late for appointments risk the termination of their registration.
- 17c. If an appointment is broken or cancelled without 24 hours notice, we may be unable to provide you with NHS care in the future.

PROTECTION

- 18a. We wish to reassure our patients and staff that all necessary precautions are being taken in this practice to safeguard both the patients and staff against blood-borne infections, such as Aids and Hepatitis.

- 18b. As a caring practice we take all necessary precautions to safeguard both patients and staff against blood-borne infections such as Aids and Hepatitis. We follow recommended guidelines with regard to the sterilisation of instruments and the use of disposable items.

FACILITIES FOR THE DISABLED

- 19a. We have special facilities to assist people in wheelchairs.
- 19b. We have ground floor facilities which are suitable for the disabled.
- 19c. We have ground floor facilities which are suitable for disabled patients, including those in wheelchairs.
- 19d. Our toilet facilities are equipped to take patients who are disabled.
- 19e. Unfortunately our premises are not suitable for certain types of disabled people because...

KEEP US INFORMED

- 20. We may ask you about any drugs you are taking. Make a note of their names and tell us about them when you attend.
- 21. If you change address or telephone number, please let us know as soon as possible. This helps keep our records up to date and our recall system more efficient.
- 22. From time to time we may ask you to fill in a Medical History Questionnaire to assist in our diagnosis and treatment. This is confidential.

PREVENTION

- 23. Children are always welcome – however young they are. We aim to prevent dental disease rather than treat it at a later date.

ORTHODONTICS

- 24a. Orthodontic treatment – tooth straightening – is carried out at this practice and children will be assessed routinely for any corrective treatment requirements.
- 24b. A consultant orthodontist visits this practice regularly to carry out orthodontic treatment for young patients.
- 24c. Patients are referred to a consultant orthodontist for tooth straightening treatment either free under the NHS or privately.

OUR AIM

- 25. We hope our surgeries have been equipped to create a comfortable and relaxing atmosphere in which to treat you. We are always happy to hear your comments.

REPAIRS

- 26a. We have our own laboratory on the premises, which allows for a speedy and efficient repair service.
- 26b. We have our own laboratory on the premises which allows for a speedy and efficient repair service and a chairside co-operation between the technician and dental surgeon.

MERCHANDISING

- 27. We stock a full range of oral hygiene products (toothbrushes, mouthwashes, dental floss, denture cleaners etc). Ask at reception.

PATIENT RESPONSIBILITIES

- 28a. You should provide us as much notice as possible if you have to cancel or change an appointment.
- 28b. Please request a written treatment plan (including costs) if you would like one.
- 28c. Ask your dentist for information on your treatment options and how much it will cost.
- 28d. Please ask about your oral health and how often you need to come to the dentist.
- 28e. Always follow your dentists advice to prevent tooth decay and gum disease.
- 28f. You should pay your bill promptly.

ABUSIVE OR VIOLENT BEHAVIOUR

- 29. If a patient is abusive or violent to any staff, treatment will be terminated and the police and/or PCT informed.

CONFIDENTIALITY

- 30. Strict confidentiality of patients records and information is maintained at all times. Patient records will not be passed onto any third parties without the patients express permission.