



CODE OF PRACTICE

We place great emphasis on meeting and, whenever possible, exceeding our patients' expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve it to your satisfaction, both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

- a) The person responsible for dealing with any concerns in your practice is the Practice Manager.
- b) If you are unhappy about an aspect of your care, speak to a member of the reception staff either by telephone or at the reception desk. After listening to a description of the problem the Practice Manager should be contacted. Should the designated person or other responsible person not be available at the time, you will be informed when she/he will be available and arrangements will be made for you to meet. The member of staff will take brief details of the concern and pass them to the Practice Manager.
- c) If you write to express your concern, by letter or email, this will be passed on to the designated person in the case of administrative issues, and for clinical issues, to the treating dentist concerned who is responsible for the clinical care provided.
- d) If your concern is about any aspect of clinical care or associated charges, the dentist involved, the Bupa Clinical Director and the Patient Liaison Team will be informed.
- e) We will acknowledge in writing any concerns within two working days. If you have raised a concern in writing, the written acknowledgement will also include a copy of this Code of Practice. We will investigate the concern and report back to you within ten working days. If, for any reason, we are unable to complete our investigations within ten working days, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed.
- f) We will confirm the outcome of the investigation and any decisions made in writing.
- g) Proper and comprehensive records are kept of any concerns/complaints received.
- h) If, for any reason, you are not satisfied with the outcome or the procedure, you may write to the Bupa Clinical Director at the following address:

The Clinical Director, PRIVATE & CONFIDENTIAL, BUPA Dental Care, Vantage Office Park, Old Gloucester Road, Hambrook, Bristol, BS16 1GW
- i) If you are an NHS patient and you feel unable to raise your concern with the Practice or remain dissatisfied after receipt of your response, you can approach the Health and Social Care Board (details below). The board can act as an 'honest broker' or intermediary between you and the Practice to help resolve your concerns at Practice level.

Or if you are a private patient, you can contact the Dental Complaints Service (details below). Bupa will obviously try to avoid the matter escalating this far, however we understand that, sometimes, it is impossible to resolve matters and this is then the only way to proceed. You can also contact RQIA, 5 Lanyon Place, Belfast BT1 3BT.

NHS Patients

Contact your local Health and Social Care Board, Complaints Office, 12-22 Linenhall Street, HSC Board Headquarters, Belfast, BT2 8BS. Telephone: 028 9536 3893. Email: complaints.hscb@hscni.net
Website: Health and Social Care Board <http://www.nidirect.gov.uk/make-a-complaint-against-the-health-service>

Throughout the process you can be assisted by the Patient and Client Council, which can act as an advocate for you, help you compile letters and accompany you to meetings. The Council can be contacted at 0800 917 0222 or complaints.pcc@hscni.net



Dental
Care

If you remain dissatisfied, you may contact:-

Northern Ireland Public Service Ombudsman, Freepost RTKS-BAJU-ALEZ, Belfast, BT1 6BR. Tel: 0800 343 424.
Email: nipso@nipso.org.uk

Private Patients

Contact **The Dental Complaints Service**, The Lansdowne Building, 2 Cherry Orchard Road, Croydon, CR0 6BA. Tel: 020 8253 0800.