

## **The Philip Sommereux & Associates Code of Practice for Patients Who Wish to Raise Concerns**

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's 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 your concern to your satisfaction both promptly and professionally.

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

The person responsible for dealing with any concerns about the service we provide in this practice is the Practice Service Coordinator, who is Sue Sommereux (the Practice Manager).

If a patient raises an issue they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the Practice Service Coordinator. Should the designated person or other responsible person not be available at the time, the patient will be informed when they will be available and arrangements will be made for the two to meet or speak. The member of staff will take brief details of the concern and pass them to the Practice Service Coordinator.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

If, for any reason, a patient is not satisfied with the outcome or the procedure, he/she may refer to:

- The Dental Complaints Service for complaints about private treatment  
Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA  
Phone 08456 120 540 Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
Phone 08456 120 540 Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body) Phone: 0845 222 4141 (UK local rate) Email: [standards@gdc-uk.org](mailto:standards@gdc-uk.org)
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone: 03000 616161  
Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)