

IT'S ALL ABOUT OUR PATIENTS



Dedicated To Quality Care

You'll be pleased to know that this practice has been awarded membership of the Quality Practice Scheme



WHAT IS THE QUALITY PRACTICE SCHEME?

You put your trust in your dental practice so it's only right that you should want high standards of quality in care and service from them.

WE AIM FOR HIGH STANDARDS

The Quality Practice Scheme (QPS) is run by CODE, who have 40 years of experience in supporting dental practices to meet their compliance obligations.

By being a member of the quality practice scheme, this dentist is meeting the robust CODE Total Quality Management (TQM) standards.



THE CODE TQM STANDARDS PATIENT GOALS:

- To have excellent patient care as our primary aim, patient satisfaction is our first and foremost goal
- To have a well-led practice
- To do everything we do in the most ethical way
- To invest in the personal development of our team, maintaining high standards and improving job satisfaction
- To follow our quality management system for continuous improvement
- To maintain our management system, keeping it based on clear procedures and policies
- To regularly assess how well we are doing and look for ways to improve, taking into account patient and staff feedback
- To have year-on-year continuous improvement in patient care, safety, service and satisfaction

WE'RE DEDICATED TO HIGH STANDARDS IN CUSTOMER CARE AND SERVICE

Being a member of the Quality practice Scheme means that we have ongoing guidance from CODE on meeting the rules and regulations that apply to dentistry.

Our quality management system is called CODE iComply, it helps us to meet regulations and good practice requirements. We also have assistance from CODE including regular assessments during the year and an annual practice inspection against the TQM standards.

When we meet the standards, we achieve the Quality Practice Award for that year.

Membership of the scheme cannot guarantee that treatment will always be satisfactory, as things sometimes do not go to plan, but our commitment to high standards will give you a greater likelihood of a satisfactory treatment outcome.

Dental practices that continually meet the requirements of the Quality Practice Scheme earn the Quality practice Award – a sign of their team's hard teamwork and dedication to quality care. The award is only given when the practice has satisfactorily demonstrated consistency in standards of care and service each year.

When you see the Quality Practice Scheme logo or wall plaque it's a sign that your practice is dedicated to excellence in dental care.



You can read more at: codeuk.com/qps/patients

OUR MOST IMPORTANT GOAL IS PATIENT SATISFACTION

We always want to exceed your expectations and welcome your feedback and suggestions to help us to improve.

If you have any reason to think that we don't meet the Quality Practice Scheme requirements then please tell us. We'll be pleased to explain how we work towards our goals for continuous improvements in care, safety and service.

If you are still not happy with our explanation, you can contact CODE for a review of how we meet the Quality Practice Scheme requirements. Please note that CODE cannot review treatment.

For further information please ask a member of our team or visit www.codeuk.com/qps



THE QUALITY PRACTICE SCHEME IS OPERATED BY CODE ASSOCIATION FOR DENTAL PRACTICE



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