

DENTISTRY @ MARKETHILL

FAMILY, ORTHODONTIC AND COSMETIC CARE

PATIENT GUIDE & PRACTICE INFORMATION LEAFLET

THE AIMS AND OBJECTIVES OF THE DENTAL PRACTICE ARE:

- To provide for all dental patients, a service of consistently good quality that meets their needs and wishes.
- To put patients' interests first and act to protect them.
- To respect patients' dignity and choices.
- To maintain as dental professionals, knowledge and competence
- To ensure that our entire dental team are trained and competent through investment and personal development.
- To ensure that all team members co-operate with each other and fellow healthcare workers in the interests of patients
- To provide for patients a personal service integrating the highest quality products with the latest proven techniques and protocols
- To deliver a high class service in line with all professional standards
- To ensure that patients are treated with honesty and integrity, in complete confidence and with the utmost discretion, in comfortable surroundings
- To be trustworthy

DENTISTS AT DENTISTRY@MARKETHILL:

DR PAUL REANEY, BDS Edinburgh 1992, MFGDP UK 1995, DPDS Bristol 2005, Dip PC Orth. RCS England 2010.

GDC No. 67731

DR STUART BLACK BDS (QUB) 2013. GDC No. 243848

DR KERRY STEWART, BDS (Glasg) 2001, MJDF England, GDC No. 79568

DR SAM KNIPE BDS (Dund) 2008, MFDS (Edin) GDC 147989

DR EVE ANDERSON BDS (QUB) 2021 GDC No 2964559

DR MORNA BAXTER BDS (DUND) 1996 GDC NO 72067

ABOUT US:

The practice also provides care from our Dental Hygienist and Dental Therapist. Their expertise and skills in educating and providing preventive treatments to patients is essential in promoting the importance of dental health and the prevention of tooth and gum disease.

The practice accepts referrals for orthodontic treatments which is provided by Paul Reaney who is qualified from the Royal College of Surgeons England with the Diploma in Primary Care Orthodontics.

NORMAL WORKING HOURS:

Monday to Thursday 9:00am – 5.30pm

Late Evening Appointments - Tuesday

Friday 9:00am – 5.00pm

OUT OF HOURS COVER: Arrangements for out of hours emergency care can be accessed by phoning the practice or the patient out of hours service on 028 2566 3510.

CANCELLATION POLICY: At least 24 hours notice is required of a cancellation otherwise a charge will be made.

SMOKING POLICY: The practice is a no smoking area.

METHODS OF PAYMENT/CREDIT: We offer patients a range of payment options, depending on their needs. You may pay for your dental care by cheque, cash, or credit/debit card. Private patients may also join our Practice Membership Plan. Please ask our receptionist for further information. We try to make payment as straightforward as possible. Our normal policy is that patients are asked to pay a proportion at each visit.

DISABILITY COMPLIANCE: The practice has disabled access with a ground floor surgery and facilities.

YOUR OPINION COUNTS:

It is the policy of Dentistry@Markethill to carry out annual and regular random patient surveys to seek the views of patients as to the quality of the treatment and care provided by our personnel. The results of these surveys will be available in the waiting room for patients and their families. They will also be made available to RQIA for the purpose of the annual inspection visit.

THE ARRANGEMENTS FOR DEALING WITH COMPLAINTS:

Dentistry@Markethill operates a complaints procedure which is in compliance with the HSC complaints procedure and also in compliance with The Independent Healthcare Regulations (Northern Ireland) 2005.

Patients are asked that in the event of any complaint to speak or write to Dr. Paul Reaney, the practice manager. A copy of the complaints process is held in the reception area. We will acknowledge complaints within two working days and will aim to have investigated the complaint within ten working days of the date when the matter was raised. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- find out exactly what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify learning from the complaint to ensure the problem does not happen again

The outcome of the investigation will be shared with the complainant either in person or in writing.

THE ARRANGEMENTS FOR RESPECTING THE PRIVACY AND DIGNITY OF PATIENTS:

The privacy and dignity of patients is respected at all times.

All consultations/treatments are carried out in person with patients by qualified personnel in the privacy of the surgery. Records of all consultations and treatments are kept in patient's notes. If patients have a preference for consultation/treatment with a male or female member of staff, please make this request when making an initial appointment.

The practice has a policy of patient confidentiality and all information and records are kept securely.

REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA):

For our most recent RQIA report please ask at reception or contact Regulation and Quality Improvement Authority, Victoria House Cromac Ave, Belfast BT7 2JA. Tel: 028 9051 7500. www.rqia.org.uk