

Customer Service Standards

Our promise and expectations

We promise to:

Welcome you into a caring and professional environment.
Provide an efficient service in a relaxed and friendly manner
Listen with respect and respond to your concerns.
Clearly state the cost of proposed dental treatment in advance.
Perform our very best standard of dental work for you.
Use the most up to date techniques and materials at our disposal for private treatment
Guarantee our private dental work for a minimum of two years.
Make no charges for appointments changed or cancelled where 24 hours notice has been given.
See you within 15 minutes of your appointments time (unless there is an emergency).
Only book one patient at a time to see each dentist (no double-booking).
Only recommend treatment that is necessary.
Answer the telephone quickly and courteously

We appreciate your commitment to:

Arrive in time for your appointments.
If you need to cancel, tell us at least 24 hours in advance.
Follow our instructions to care for the work we provide.
Attend review and maintenance appointments as advised.
Pay for treatment as requested. We accept cash, personal and business cheques and most credit and debit cards. We also offer interest free credit.
Talk to us, let us know what you think of what we do: right and wrong.
Help our practice grow by recommending us to your family, friends and colleagues.

Our standards:

Answer the telephone within 5 rings
Enquiries resolved on first contact (or return call made on same day)
Return answerphone messages by the end of the morning
Reply to letters within 5 working days
Reply to emails within 5 working days
Send a recall where appropriate within one month of it becoming due.
Send reminders of outstanding treatment 1-2 months after last visit
Undertake checks on cleanliness & tidiness every 3 hours
Undertake hygiene inspections every month
Ensure laboratory work is returned before next visit to the practice
Undertake daily checks on sterilizing equipment
Meet NHS best practice on hand hygiene
Take 95% of patients into surgery within 15 minutes of appointment time.