

QUALITY ASSURANCE STATEMENT

Gunilla Assmundson Ltd Dental Practice aims to:

- Continuously improve the patient experience and patient satisfaction
- Provide a quality assured service through the implementation of quality improvement systems (in particular the Apolline Compliance Audit Programme).
- Ensure that our practice does the right thing, at the right time, for the right people and right first time
- Demonstrate compliance with the regulations laid down in the Health and Social Care Act 2008

To achieve these aims, we are committed to:

- Listening carefully to ensure we understand our patients' needs
- Involving our patients in all decisions about their care
- Discussing all treatment options and costs with our patients
- Encouraging a preventive-based approach to patient care
- Ensuring our patients understand their role in caring for their oral health
- Maintaining high standards of infection control and hygiene in line with the most up to date guidelines available
- Setting and maintaining high standards for the care and monitoring of the oral health of all our patients
- Seeking and acting upon feedback from our patients on the services we provide
- Providing a safe environment for our patients and our team
- Encouraging an evidence-based approach to clinical decision-making
- Creating a supportive culture of engagement and involvement of all team members through regular team meetings
- Continuing professional development for all team members
- Undertaking regular external practice audits through Apolline to assess our compliance with the Care Quality Commission's Essential Standards of Quality and Safety
- Maintaining up to date guidance on all clinical governance requirements through regular review of all our practice policies and protocols