

OUTCOME 1

RESPECTING AND INVOLVING PATIENTS

- **CONFIDENTIALITY POLICY**
- **DATA PROTECTION**
- **COMPLAINTS POLICY**
- **EQUALITY AND DIVERSITY**
- **INFORMATION ABOUT TRANSLATION**

ALL SMILES DENTAL PRACTICE

42 HIGH STREET

BROMLEY

BR1 1EA

Tel: 020 8460 1065

Complaint policy and procedure

Our policy aim is to resolve fully any complaint received to everyone's satisfaction, and as quickly as possible, without the need to approach other authorities. Any complaint received will give our team as an opportunity to review and change practice procedures if necessary, with the aim of improving the standards of service being offered to the patients.

Dr.A.Deved, the principal dentist and the practice manager is the designated staff member responsible for dealing with verbal or written complaint. All complaints should be addressed to Dr.A.Deved and will be handled in strict confidence. You can call on **0208 460 1065**, email at info@allsmilesdental.co.uk, book an **appointment** with Dr.Deved or send a letter to : **42 High Street, Bromley, Kent, BR1 1EA**. He will explain the complaint procedure to you and will ensure that your concerns are dealt with promptly.

If you like to make a complaint we would like you to let us know as soon as possible, ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible please let us know within six months of the incident that caused the problem (or within six months of discovering that you have a problem-provided this is within twelve months of the incident).

Verbal complaint:

The patient will sit with Dr.A.Deved in private, away from other patients. He/She will be allowed to express his views without interrupting. An apology, where appropriate will be given. The incident occurred will be discussed, investigated and the results will be passed on to the patient.

Written complaint:

We will acknowledge the complaint or concern within two working days of receiving it. We will investigate the matter thoroughly and we will send a written report to the person who made the complaint within ten working days. We will offer an apology where appropriate, and the opportunity to discuss the matter further if the patient wishes. We will try to identify what we can do to make sure the problem doesn't arise again.

Complaint to General Dental Council:

If the patient is not satisfied with our outcome of complaint or concern he/she is entitled to contact the GDC, private complaint dept on **08456 120 540** or by email at **www.dentalcomplaints.or.uk**

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Equality and diversity policy

Our vision is for All smiles dental practice to be successful, caring and welcoming place for patients to receive dental care and advice.

We want to create a supportive and inclusive environment where our staff can reach their full potential and care is provided without prejudice and discrimination.

We are committed to a culture where respect and understanding is fostered and the diversity of people's backgrounds will be positively valued.

Legal responsibility:

The right of our staff and our patients with regards to discrimination are protected by anti-discrimination legislation including:

- **The Equality Act 2010**
- **Part-time workers Regulation 2000**
- **Employment Right Act 1996**

We accept our responsibility to ensure that discrimination does not take place and that everyone is treated fairly and equally.

Aim:

The aim of this policy is to achieve equality of care experience by removing any potential discrimination in the way that people are cared for and treated by the practice including:

- People with disability
- People of different sexual orientation
- Transgendered and transsexual people
- People of different races
- People on the grounds of their sex
- People of faith and of no faith
- People in relation to their age
- People in relation to their social class or medical condition
- People who work part-time
- People who are married or in partnership
- Woman who are pregnant, have recently given birth or are breastfeeding

Putting this policy into place we aim to develop and support equality and diversity measures by:

- Providing patient information in a variety of languages if required
- Having translation services available for patients who need this
- Providing services that are accessible to patients with disabilities
- Ensuring that care of individuals is planned with their specific needs
- Tackling oral health inequalities through positive promotion and care
- Responding positively to the diverse need
- Ensuring that we join up with services involving with the care of patients with particular medical and social care needs.

Dr A.Deved is responsible to achieve the **equality and diversity** and he will monitor the effectiveness of this policy. This policy will be review regularly.

DATE:
2019
01.01.2019

Review:

ALL SMILES DENTAL PRACTICE

42 High Street

Bromley BR1 1EA

**DATA PROTECTION CODE OF PRACTICE
FOR PATIENTS**

KEEPING YOUR RECORD

This practice complies with the 1998 Data Protection Act and this policy describes our procedures for ensuring that personal information about patients is processed fairly and lawfully.

WHAT PERSONAL DATA DO WE HOLD?

To provide you with a high standard of dental care and attention we need to hold personal information about you. This personal data includes:

- Your past and current medical and dental condition; personal details such as your age, address, telephone number and your general dental practitioner
- Radiographs, clinical photographs, study models
- Information about the treatment that we have provided or propose to provide and its cost
- Notes of conversations/ incidents about your care, for which a record needs to be kept
- Record of consent to treatment
- Correspondence relating to you with other health care professionals, for example with the hospital

WHY DO WE HOLD INFORMATION ABOUT YOU?

We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care.

HOW WE PROCESS THE DATA

We will process personal data that we hold about you in the following way:

- **Retaining information**-we will retain your dental record while you are a practice patient and after cease to be a patient, for 11 years or for children until age 25.

- **Security of information**

Personal information about you is held in the practice's computer system and in a manual filing system. The information is not accessible to the public; only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

- **Disclosure of information**

To provide proper and safe dental care we may need to disclose personal information about you to:

- your general dental practitioner
- the hospital or community dental services
- to your dental insurance

Disclosure will take place on the 'need-to-know' basis, so that only those individuals/ organizations who need to know in order to provide care to you and for proper administration of Government will be given the information. All these persons are covered by strict confidentiality rules. Only that information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only **occur when we have your specific consent.**

Where possible you will be informed of these requests for disclosure.

IF YOU DO NOT AGREE

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in this Code of Practice please discuss the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

**ALL SMILES DENTAL PRACTICE
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BROMLEY BR1 1EA**

PATIENT CONFIDENTIALITY POLICY

At this practice the need for the strict confidentiality of personal information about patients is taken very seriously. This document sets out our policy for maintaining confidentiality and all members of the practice team must comply with these safeguards as part of their contract of employment/contract for services with the practice.

THE IMPORTANCE OF CONFIDENTIALITY

The relationship between dentist and patient is based on the understanding that any information revealed by the patient to the dentist will not be divulged without the patient's consent. Patients have the right to privacy and it is vital that they give the dentist full information on their state of health to ensure that treatment is carried out safely. The intensely personal nature of health information means that many patients would be reluctant to provide the dentist with such information unless they were entirely sure that it would not be passed on. If confidentiality is breached, the dentist may be liable to investigation by the General Dental Council with the possibility of erasure from the Dentists Register. The dentist may also face legal action by the patient for damages and/or prosecution for breach of the 1998 Data Protection Act.

GENERAL DENTAL COUNCIL

All staff must follow the General Dental Council's rules for maintaining patient confidentiality: **"The dentist/patient relationship is founded on trust and a dentist should not disclose to a third party information about a patient acquired in a professional capacity without the permission of the patient. To do so may lead to a charge**

of serious professional misconduct. A dentist should be aware that the duty of confidentiality extends to other members of the dental team....There may, however, be circumstances in which the public interest outweighs a dentist's duty of confidentiality and in which disclosure would be justified....Communications with patients should not compromise patient confidentiality. In the interests of security and confidentiality, for example, it is advisable that all postal communications to patients are sent in sealed envelopes." If confidentiality is breached, it is the patient's dentist who is responsible to the Council.

WHAT IS PERSONAL INFORMATION?

In a dental context, personal information held by a dentist about a patient includes:

- The patient's name, current and previous addresses, bank account/credit card details, telephone number/email address and other means of personal identification such as his or her physical description.
- Information that the individual is or has been a patient of the practice or attended, cancelled or failed to attend an appointment on a certain day.
- Information concerning the patient's physical, mental or oral health or condition.
- Information about treatment that is currently being provided, that has been provided or is planned for the future.
- Information about family members and personal circumstances supplied either by the patient or by others.
- The amount that was paid for treatment, the amount owing or the fact that the patient is a debtor to the practice.

PRINCIPLES OF CONFIDENTIALITY

This practice has adopted the following three principles of confidentiality regarding personal information about a patient:

- It is confidential to the patient and to those providing the patient with health care.

- It should only be disclosed to those who would be unable to provide effective care and treatment without that information (the need-to-know concept).
- Such information should not be disclosed to third parties without the consent of the patient except in certain specific circumstances described in this policy.

DISCLOSURES TO THIRD PARTIES

There are certain restricted circumstances in which a dentist may decide to disclose information to a third party or may be required to do so by law. Responsibility for disclosure rests with the patient's dentist and under no circumstances can any other member of staff make such a decision. For example, there are certain circumstances where the wider public interest outweighs the rights of the patient to confidentiality. This might include cases where disclosure would prevent a serious future risk to the public; or assist in the prevention or prosecution of serious crime.

There are other circumstances when personal information can be disclosed:

- Where the patient has expressly given consent to the disclosure.
- Where disclosure is necessary for the purpose of enabling someone else to provide health care to the patient and the patient has consented to this sharing of information.
- Where disclosure is required by statute or is ordered by a court of law.
- Where disclosure is necessary for a dentist to pursue a bona-fide legal claim against a patient.
- When disclosure to a solicitor, court or debt collecting agency may be necessary.
- In more limited circumstances, disclosure of information to the HA (Health Authority).
- Referral of the patient to another dentist or health care provider such as a hospital.

DATA PROTECTION CODE OF PRACTICE

The Practice's Data Protection Code of Practice provides the required procedures to ensure that we comply with the 1998 Data Protection Act. It is a condition of engagement that everyone at the practice complies with the Code of Practice.

ACCESS TO RECORDS

Patients have the right of access to their health records held on paper or on computer. A request from a patient to see records or for a copy must be referred to the patient's dentist. The patient should be given the opportunity of coming into the practice to discuss the records and will then be given a photocopy. Care should be taken to ensure that the individual seeking access is the patient in question and where necessary the practice will seek information from the patient to confirm identity. We will provide the patient with a copy of the record within 40 days of the request being made and offer to provide an explanation of the record should the patient require it. The fact that patients have the right of access to their records makes it essential that information is properly recorded. All computer and hard copy records must be:

- Contemporaneous and dated.
- Accurate and comprehensive.
- Signed by the dentist (hard copy only).
- Neat, legible and written in ink (hard copy only).
- Strictly necessary for the purpose.
- Not derogatory.
- Be such that disclosure to the patient would be unproblematic.

PRACTICAL RULES

The principles of confidentiality give rise to a number of practice rules that everyone in the practice must observe:

- Records must be kept secure and in a location where it is not possible for other patients or individuals to read them.
- Identifiable information about patients should not be discussed with anyone outside of the practice including relatives or friends.

- A school should not be given information about whether a child attended for an appointment on a particular day. It should be suggested that the child is asked to obtain the dentist's signature on his or her appointment card to signify attendance.
- Demonstrations of the practice's administrative/computer systems should not involve actual patient information.
- When talking to a patient on the telephone or in person in a public area care should be taken that sensitive information is not overheard by other patients.
- Do not provide information about a patient's appointment record to a patient's employer.
- Messages about a patient's care should not be left with third parties or left on answering machines. A message to call the practice is all that can be left.
- Recall cards and other personal information must be sent in a sealed envelope and marked 'Confidential – to be opened by addressee only'.
- Disclosure of appointment books, record cards or other information should not be made to police officers or Inland Revenue officials unless the dentist instructs otherwise.
- Patients should not be able to see information contained in appointment books, day sheets or on computer screens.
- Discussions about patients should not take place in the practice's public areas.