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Practice Ethos and Patient Charter

Our ethos is to provide consistent high quality dental care in friendly and comfortable surroundings.

We promise to :

- Be courteous, considerate and respectful at all times
- Respect your wishes
- Act in your best interests
- Protect the confidentiality of the information you provide
- Provide a full and easy to understand explanation of any treatment required and information on all the options available
- Provide a fully itemised estimate prior to commencement of any treatment
- Listen to suggestions or feedback on how to improve our service
- Deal with complaints efficiently
- Comply with the latest cross infection guidelines
- Comply with General Dental Council Standards of Practice
- Complete continuing professional development to keep our skills and knowledge up to date.

In return we would ask that you :

- Are courteous and considerate to our team and other patients. We operate a zero tolerance approach to aggression, violence or abuse of any kind and reserve the right to refuse further appointments if this type of behaviour is demonstrated.
- Inform us of any changes to your contact details or medical history
- Attend regularly
- Maintain a good oral hygiene regime

- Keep your appointments or give us at least 24 hours notice of cancellation
- Pay your account after each visit
- Tell us if you are not satisfied with any aspect of your care or have any suggestions on how we can improve our service

