# Patient Information Leaflet: items for inclusion

Consider making this patient information available in a leaflet and in other formats, e.g. on the practice website, displayed on posters, notices or supplementary leaflets in the waiting area.

Practice Details

* Practice name and address (or mobile surgery and postal address)
* Telephone numbers
* Website address
* Email address
* Body corporate name and registered address, if applicable

Welcome

* A brief welcoming statement for ‘you and your family’
* A short description of the treatments and specialities on offer
* An explanation of the importance of regular dental care

New Patients

* Your policy on accepting new patients.
* Whether NHS or private care (or a combination of both) is offered
* An explanation of how to register
* Whether you offer support for anxious patients

Staff – The Dental Team

* Dentist(s)
  + Name, date of first GDC registration, GDC recognised qualifications.
  + Position within the practice (e.g. partner, associate, assistant).
  + Explain if any staff provide only specialised treatment (e.g. orthodontics)
* Dental Nurse(s)
* Dental Hygienist(s), if applicable
* Dental Therapist(s), if applicable
* Practice Manager/Reception staff

Opening Hours

* Days and times of opening
* The times when particular dentists are available
* If the practice is regularly closed for staff training

Appointments

* Details of how to book appointments and any systems used to remind the patient of their appointment
* Details of arrangements if a dentist is not available for their registered patients
* Practice policy on cancelling appointments and any charges for missed appointments (non attendance)
* Consequences of termination (de-registration/withdrawal) of a capitation arrangement

Emergency and Out-of-hours Care

* How to obtain treatment for out of hours or emergency care
* Practice policy for emergency appointments

Care and Treatment

* Information on the care and treatment options available under general dental services and any preventive or cosmetic dentistry treatments which are provided
* Do you offer clinics for children or other particular groups?
* Do you provide Treatment Information Leaflets and where these can be obtained (e.g. at reception, on the practice website)?

Charges

* State that any treatment offered (either NHS or private) will be estimated, discussed and agreed in advance
* Is a private dental insurance scheme available? If yes, how are details of the scheme obtained?
* State whether you provide leaflets explaining NHS care, private fees and how your dental insurance scheme operates.
* List the charges made for treatment (NHS and private)
* State the ways in payment for treatment is made e.g. cash, credit card.
* State that there is a list of exemption categories, and explain the process undertaken by the practice to confirm a patient’s entitlement
* Provide information on repairs and replacements (e.g. whether some of these may be provided free of charge)

Access and Facilities

* State whether the practice is accessible to wheelchair users or those with impaired mobility. and if not, state whether there are other arrangements such as a ramp or internal lift
* State whether there is access to a dental surgery without the use of stairs
* Do you have a toilet adapted for use by disabled people?
* Do you cater for other special needs (e.g. induction loop, large print literature on request)?
* Are languages other than English spoken? (N.B. Only include this information if the relevant staff member gives permission)
* Do you have a children’s play area?

Directions

* Include a map or directions.

Practice Policies

* A statement that all personal information is kept in the strictest confidence and the practice complies with current legislation i.e. Data Protection Act (2018) and (UK) GDPR.
* A statement that the record of the practice’s inspection and details of the practice’s audit process and improvements made are available on request.

Feedback

* Include a statement that feedback from patients is welcome and the ways in which the patient can provide feedback, comments, concerns and complaints to the practice.