# Patient Information Leaflet: items for inclusion

Practice Details

* Practice name and address (or mobile surgery and postal address).
* Telephone and fax numbers.
* Website address.
* Email address for patients’ use.

Welcome

* A brief welcoming statement for ‘you and your family’.
* A short description of the treatments and specialities on offer.

New Patients

* Your policy on accepting new patients.
* Explain whether NHS or private care (or a combination of both) is offered.
* How to register.
* Do you offer support for anxious patients?

Staff – The Dental Team

* Dentist(s)
  + Name, sex, date of 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).
* Dental Therapist(s).
* Practice Manager/Reception staff.

Opening Hours

* Days and times of opening.
* When particular dentists are available.
* If regularly closed for staff training.

Appointments

* Details of how to book appointments and any systems used to remind the patient of their appointment.
* Any charges for missed appointments and how much this will be.

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

* What kind of preventive or cosmetic dentistry treatments are on offer?
* Do you offer clinics for children or other particular groups?
* Do you provide Treatment Information Leaflets? Where can they be obtained (at reception, on the practice website)?

Charges

* Is there a private dental insurance scheme available? If yes, how are details of the scheme obtained?
* State whether leaflets explaining NHS care, exemptions, private fees, how your dental insurance scheme operates are available.
* Explain that any treatment offered (either NHS or private) will be estimated, discussed and agreed in advance.
* List outline charges made for treatments and how to pay.

Access and Facilities

* Is the practice accessible to wheelchair users or those with impaired mobility?
* If not, are there other arrangements such as a ramp or internal lift?
* 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?
* 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 the Data Protection Act (2018).
* 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

* 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.