

OUR PRACTICE POLICIES

1. Our mission is to provide first class affordable private dental treatment in a convenient location in a relaxed environment.
2. Our Practice aims to provide dental care of a consistently high quality for all our patients. We value your custom and will listen and respond to your comments and criticisms.
3. We aim to see our patients on time. If for any reason, we run late for your appointment (e.g. an emergency patient seen in acute pain) then we will explain as soon as possible.
4. We will do all that we can to look after your general health. We will ask you about your medical history and any medications that you may be taking. This is important to us and helps us to treat you safely. We will keep any information about you confidential.
5. In proposing treatment options, we will take into account your own wishes. We will fully explain treatment choices available. We have always been transparent about costs of dental treatment at this practice. There is a comprehensive fee guide available at reception, giving generally fixed fees for a wide range of treatments.
6. We follow all guidelines issued by the BDA (British Dental Association) with regard to cross infection control. See our Patient Safety Charter.
7. All dentists and nurses at the practice take part in continuing professional education, meeting the General Dental Council's professional standards. We are very interested in keeping abreast of all the latest developments in dentistry, including preventive care (which reduces the need to invasive treatment).
8. Your custom is very important to us. We have systems in place to deal with worries and complains from patients, and for ensuring that lessons are learned from any mistakes that are made. For details of our complaints procedure, contact our Practice Manager on: 020 7836 9161 or info@cgrp.com.
9. We will do our utmost to see registered patients in serious pain within 24 hours. We hold Saturday morning surgeries and some late evening surgeries to assist.
10. If you at any time have any questions regarding your proposed treatment, appointments or treatment fees, then please speak to your dentist, the receptionists or the practice principal.

Reena Ali

Practice Principal



WINNER UK PRACTICE OF THE YEAR

Covent Garden Dental Practice

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