



Far Headingley Dental Care Service Charter

Our core aim at Far Headingley Dental Care is to deliver quality dental care in a modern, safe and friendly environment.

To be able to achieve this we aim to:

- Treat every individual with respect and understanding
- Provide you with a warm and friendly welcome into a caring and professional environment
- Keep to agreed appointment times and communicate with you if there are factors that prevent us from achieving this
- Abide by all safety and sterilisation requirements
- Actively listen to your concerns and wants to provide you with a personal treatment plan
- Provide you with an opportunity to give feedback and in turn we will respond promptly, sympathetically and constructively
- Discuss all costs in our surgeries in advance to your dental treatment
- Provide you with a high quality level of dental treatment and discuss all options that may be available to you
- Use safe and suitable materials and techniques
- Guarantee all our dental work for twelve months
- Provide emergency care within 24 hours, five days a week and an out of hours service during weekends and bank holidays
- Not charge you for rearranging an appointment where 24 hours notice has been given
- Keep up to date and invest in new techniques, knowledge and skills through regular certified courses

In return we ask you to:

- Arrive on time for your appointment and where possible try to provide the practice at least 24 hours' notice for standard dental treatment/ check-ups and 48 hours' notice for appointments lasting over 45 minutes
- Follow after care and oral health instructions our clinicians may provide you with – these will help you to retain your smile
- Maintain regular dental appointments as advised
- Pay for your dental treatment as requested. The practice accepts debit / credit cards
- Provide feedback – let the practice know how you feel about the service we provide
- Help our practice grow – if you like us, recommend us!