



**THE AIMS AND OBJECTIVES OF THE DENTAL PRACTICE ARE:**

- To provide for all dental patients, a service of consistently good quality that meets their needs and wishes.
- To put patients' interests first and act to protect them.
- To respect patients' dignity and choices.
- To maintain as dental professionals, knowledge and competence
- To ensure that our entire dental team are trained and competent through investment and personal development.
- To ensure that all team members co-operate with each and other and fellow healthcare workers in the interests of patients
- To provide for patients a personal service integrating the highest quality products with the latest proven techniques and protocols
- To deliver a high class service in line with all professional standards
- To ensure that patients are treated with honesty and integrity, in complete confidence and with the utmost discretion, in comfortable surroundings
- To be trustworthy

**DENTISTS AT BALLYCLARE DENTAL PRACTICE:**

TREVOR MCKISSICK, BDS Dundee 1992, GDC No. 68275.  
 JENNIFER MCKISSICK, BDS Dundee 1992. GDC No. 68335  
 PAMELA LOWE, BDENTSc Dublin 1995. GDC No. 71409  
 PHILIPPA SURGENOR, BDS Newcastle 2001. GDC No. 79388  
 MARY MOONEY, BDS Belfast 2007, GDC No. 113355

**ABOUT US:**

At Ballyclare Dental Practice we aim to improve patients self esteem, self image and confidence by offering professional dental services of the highest quality.

At Ballyclare Dental Practice we provide diagnostic, reventive, restorative and surgical dental procedures for (whole population, adults, children) and have access for the disabled.

The practice employs dental hygienists. A referral system is in place for implants, surgical periodontology, complex endodontics and oral surgery. The practice is accredited in the use of the Clearstep and Inman aligner Adult orthodontic systems.

**NORMAL WORKING HOURS:**

Monday to Thursday 8.30am – 5.30pm  
 Friday 8.30am – 1pm

**OUT OF HOURS COVER:** Provided by Dalriada Urgent Care, 20 Larne Road, Ballymena. BT42 3GA. 02825663500

**CANCELLATION POLICY:** At least 48 hours notice is required of a cancellation otherwise a charge will be made.

**SMOKING POLICY:** The practice is a no smoking area.

**METHODS OF PAYMENT/CREDIT:** We offer patients a range of payment options, depending on their needs. You may pay for your dental care by cheque, cash, or credit/debit card. Private patients may also join one of the private dental care schemes. Please ask our receptionist for further information. We try to make payment as

straightforward as possible. Our normal policy is that patients are asked to pay a proportion at each visit.

**DISABILITY COMPLIANCE:** The practice has a ground floor surgery and so is suitable for the majority of service users.

**YOUR OPINION COUNTS:**

It is the policy of Ballyclare Dental Practice to carry out annual and regular random patient surveys to seek the views of patients as to the quality of the treatment and care provided by our personnel. The results of these surveys will be available in the waiting room for patients and their families. They will also be made available to RQIA for the purpose of the annual inspection visit.

**THE ARRANGEMENTS FOR DEALING WITH COMPLAINTS:**

Ballyclare Dental Practice operates a complaints procedure which is in compliance with the HSC complaints procedure and also in compliance with The Independent Healthcare Regulations (Northern Ireland) 2005.

Patients are asked that in the event of any complaint to speak or write to Mrs Doreen McDowell, the practice manager. A copy of the complaints process is held in the reception area. We will acknowledge complaints within two working days and will aim to have investigated the complaint within ten working days of the date when the matter was raised. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- find out exactly what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify learning from the complaint to ensure the problem does not happen again

The outcome of the investigation will be shared with the complainant either in person or in writing.

**THE ARRANGEMENTS FOR RESPECTING THE PRIVACY AND DIGNITY OF PATIENTS:**

The privacy and dignity of patients is respected at all times.

All consultations/treatments are carried out in person with patients by qualified personnel in the privacy of the surgery. Records of all consultations and treatments are kept in patient's notes. If patients have a preference for consultation/treatment with a male or female member of staff, please make this request when making an initial appointment.

The practice has a policy of patient confidentiality and all information and records are kept securely.

**REGULATION AND QUALITY IMPROVEMENT AUTHORITY**

**(RQIA):** For our most recent RQIA report please ask at reception or contact Regulation and Quality Improvement Authority. 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast. BT1 3BT. 028 9051 7500. [www.rqia.org.uk](http://www.rqia.org.uk)