

## Charter on Patient Safety

Our practice has a safety culture which means that patient safety is at the forefront of everyone's minds not only when delivering healthcare but also when setting objectives, developing procedures, purchasing new products and equipment. It is also a culture that is open and fair, where staff can discuss the challenges that face them at work for the best interests of our patients.

We keep up to date with latest guidelines and regulations.

- We follow the latest infection prevention guidelines from the Department of Health
- All dental instruments are either single use or sterilized after use
- Work areas, the dental chair and handles are decontaminated in between patients
- All staff maintain a high standard of personal hygiene including clinical clothing and the restricted wearing of jewellery
- Staff who may have a blood borne infection have an occupational health examination and take expert advice on their role in treating patients
- Practice water is monitored for quality and dental unit waterlines are maintained
- Waste is handled according to current regulations and disposed of with appropriate carriers

We run a clinical governance system which uses integrated risk management to identify, assess, analyse and manage of all risks and incidents. The goal is continuous improvement in our care and service to you.

As the Registered Manager, I have overall responsibility at the practice. I lead and support the team through regular meetings, staff training, personal development and regular appraisals. We always welcome questions, comments and suggestions from patients. Please contact the Practice Manager if we can help you in any way.

Name

Dr Bilal Bhatti

26<sup>th</sup> July 2011

Registered Manager