



# Patient Safety Charter

Our commitment to safe, open and continuously improving dental care.

## Our commitment

Patient safety is central to every decision we make, from clinical care and staff training to equipment, premises and the way concerns are handled. We support an open and fair culture in which patients and team members can raise concerns and learn from them.

## For patient safety, we:

- follow current infection-prevention, decontamination and professional guidance;
- use single-use instruments where required and clean, disinfect and sterilise reusable instruments appropriately;
- decontaminate clinical areas and equipment between patients;
- maintain dental-unit water quality and manage clinical waste safely;
- check, maintain and service equipment in accordance with relevant requirements;
- maintain medicines, medical-emergency equipment and staff emergency training;
- use appropriate identity, medical-history, consent and treatment-site checks;
- train our team in safeguarding children and adults at risk;
- seek occupational-health advice where a team member's health could affect safe care;
- report, review and learn from incidents, near misses, complaints and feedback; and
- protect confidentiality and share information only when lawful and necessary.

## Openness and duty of candour

If something goes wrong that has caused, or could cause, harm, we will respond openly, explain what is known, apologise where appropriate, support those affected and take proportionate steps to learn and improve.

## Your role in safer care

Please keep us informed about changes to your health, medicines, allergies and contact details. Ask whenever something is unclear and tell us promptly if you have concerns about your treatment or recovery.

## Leadership and speaking up

Dr Anna Taylor and Dr Oliver Turner, Joint Principals, have overall responsibility for supporting safe systems and a learning culture. Patients, relatives and team members are encouraged to raise questions or concerns without fear of unfair treatment.

Privacy and policy contact  
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