

Introduction

Vincentia Dental recognises the importance of improving quality of care by responding to the needs and preferences of patients.

Vincentia Dental's Partnering with Consumers Policy

Vincentia Dental values feedback from patients and carers on information and services provided by the practice, and has implemented a valid and reliable process to partner with consumers.

Dr Chris Dunton uses any data and information gathered to evaluate the health service performance, and make improvements where necessary.

It is expected that staff at Vincentia Dental assist in acquiring patient feedback.

Partnering with Consumers Process

Providing patients with information

Vincentia Dental provides patients with information through:

- Vincentia Dental's website www.yoursmile.com.au
- CAESY audiovisual patient information
- Intraoral camera
- Photographs
- Digital radiographs easily viewable by patient.
- Patient information brochures
- Signage or posters
- Practice newsletters
- Verbal communication
- **Collecting Feedback**

Vincentia Dental collects feedback on information provided to patients, by:

Partnering with Consumers Policy

- Requesting verbal feedback
- Providing written surveys
- Providing practice website feedback functionality

Reviewing and incorporating patient feedback

Vincentia Dental regularly reviews patient feedback to ensure continual improvement of the quality of information provided to patients, by discussing patient responses at staff meetings, discussing individual responses with relevant clinician(s). Patient feedback is considered and action is taken to improve patient information where appropriate.

Patients may be advised of actions taken or responses to their feedback in cases where the patient's identity is known.

Practice safety and quality performance

Vincentia Dental informs patients and/or carers about the safety and quality performance of the practice by displaying:

- Certificate of Practice Accreditation registration
- Certificate of Practice Accreditation Completion
- CPD certificates
- Practice staff qualifications
- Electrical safety equipment testing and tagging results
- Autoclave validation and calibration
- Radiation safety certification
- Testing and certification documentation publicly available on website.
- Printed newsletter posted to each patient at 6 monthly intervals.

Document details

The NSQHS measures covered in this policy: 1.20.1, 2.4.1, 2.4.2, 2.7.1

Responsible person: Dr Chris Dunton

Review cycle: [Annually](#)

Date of last review: [16/11/2012](#)

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