

teviotdental
above all care



Face

Feedback Form

FEEDBACK FORM

What do you like most and what do you like least about our service?

If you have concerns about a particular event please tell us what happened, when and where and the staff members involved.

What would you like us to do?

Date:

Improving our service

Are we meeting your needs?

Teviot Dental FACE is committed to providing a high standard of care and meeting the needs of patients. We would appreciate you taking some time to let us know what you think we do well and where we can make improvements.

face@teviotdentalpractice.com

We want to hear from you

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

**Teviot Dental FACE and Teviot Dental are trading names of
Wassmuth Gibbs Limited, SC418461, St. Dunstons House, High Street, Melrose TD6 9RU**

Let's talk

Please discuss any concerns or questions you have about your treatment with your treating clinician.

It is especially important that people understand what is happening and feel comfortable about it.

You are welcome to speak to other staff if you have any issues you wish to raise. Alternatively, use the feedback form overleaf.

What to expect

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations. You can play an important role in resolving the problem by providing as much relevant information as possible, such as documents and the names of staff you have dealt with. (The practice manager) deals with all complaints and ensures that all serious complaints are brought to the attention of the practice partners.

We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again.

We will keep you informed at all times so you know what is happening. What we will do. We will work with you to assess the most appropriate way to resolve the problem and the best outcome. We ask you to consider the outcome you would like and we will strive to provide it. We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

Improving our service

Compliments and complaints are discussed at staff meetings and monthly meetings of our doctors and nurses. We work together to find ways to improve and keep staff informed of what has happened.

Taking it further

We will do our best to resolve any complaint you have, but if you remain concerned or unhappy with the outcome, you may report to Save Face for a third party review.

<https://www.saveface.co.uk/>

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Ways to give feedback

Please place the completed feedback form in the suggestion boxes provided, or mail it to:

Teviot Dental FACE
2 Netherview Tweed Rd, Galashiels, TD13HG or to
20 North Bridge Street, Hawick, TD9 9QW

You can send us an e-mail message setting out your concerns: face@teviotdentalpractice.com

Or, you can provide feedback on our Save Face profile. <https://www.saveface.co.uk/clinic/teviot-dental/>

If you would like us to follow up your comments please provide your name and contact details.

Name

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.....

Address

Postcode

Day time tel no

.....

Other telephone

.....

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Special needs – do you have any special needs? e.g. do you require an interpreter? Are you hearing impaired?