

Thaxted Dental Mission Statement

For our patients

Our team will undertake to deliver the highest standards of clinical dentistry & customer care that we are capable of.

Our team will continue to develop their knowledge and skills both individually and together.

We will have well-organised and efficient systems in place to provide a seamless patient service.
We will endeavour to manage our time efficiently and will advise patients should there be a delay.

Patients can trust us to maintain complete confidentiality at all times.

We will spend time with patients ensuring that they understand the nature of their treatment, its cost and the choices available to them. The patient's best interest will always remain paramount and we will refer for specialist opinion or treatment when this is indicated or requested.

Patients can be confident that our standards of cleanliness comply with current guidelines.
All instruments used for each patient will be sterilised or disposable.

For ourselves

As employers, Thaxted Dental will provide an excellent environment and facilities in which to work.
We will create a strong support team where individuals know what their role is within the practice and team members will be encouraged to realise their potential and fulfil their personal goals.

Through a constructive system of reviews and feedback we will continually evaluate individual & team performance in order to provide the best possible service to patients.

We will expect patients to behave with courtesy and consideration towards us and other patients.

We will expect patients to allow sufficient time for their appointments and we ask for at least 48 hours notice of any alteration, other than in the event of a genuine emergency.

We expect prompt payment and can offer a range of flexible payment options.

We welcome patient feedback in order to continue to improve our service levels.

We hope you will recommend us to your family and friends.