

patient guide

The aims and objectives of David McCaughey Dental Practice Ltd are to provide for all dental patients, a service of consistently good quality that meets their dental needs.

To ensure that the staff in the practice are trained and competent through time and investment by the practice and personal development by the staff.

To provide for patients personal service integrating the best quality products with the latest appropriate proven techniques and protocols.

To deliver a high class service in line with all professional standards.

To ensure that patients are treated with honesty and integrity in complete confidence with discretion and in comfortable surroundings.

The name of the principal is **Mr Andrew David McCaughey BDS FDS MRD MSc MGDS** his qualifications are:-

● Bachelor of Dental Surgery
Queen's University Belfast

● Fellowship in Dental Surgery
Royal College of Physicians & Surgeons

● Membership in Restorative Dentistry
Royal College of Surgeons of Edinburgh

● Master in Science
University of London

● Membership in General Dental Surgery
Royal College of Physicians & Surgeons

David McCaughey Dental Practice Ltd aims to improve patients self esteem, self image and confidence by offering professional dental services of the highest quality. David McCaughey Dental Practice Ltd provides diagnostic, preventive, and restorative dental procedures for adults and has arrangements to treat patients with disabilities. We offer specialist referral services for restorative dentistry, prosthodontics (crowns and bridges) and implant treatment.

Out of Hours Cover: Out of hours cover is provided in the form of an emergency phone which is carried by David McCaughey Dental Practice Ltd staff and the patients are then contacted and arranged to be seen when required out of hours.

Cancellation Policy: At least 48 hours notice is required of a cancellation otherwise a charge of £40 will be made.

Smoking Policy: The practice is a no smoking area

Methods of Payment/Credit: All major credit/debit cards are accepted. If paying by cheque seven working days must be allowed for clearance.

Disability Compliance: In the event of disability access being required, David McCaughey Dental Practice Ltd has an arrangement with another dental practice which has a ground floor surgery and patients can be seen at that practice if required.

The Arrangements for Dealing with Complaints David McCaughey Dental Practice Ltd operates a complaints procedure which is in compliance with the HSC complaints procedure and also in compliance with The Independent Healthcare Regulations (Northern Ireland) 2005.

DETAILS OF ALL STAFF	
ANDREW DAVID MCCAUGHEY	PRINCIPAL DENTIST
SIMON KINGSTON	DENTIST
JUSTIN BARNES	ENDODONTIST
JOANNE MAWHINNEY	PERIODONTIST
MICHAELA O'NEILL	HYGIENIST
DAWN COCHRANE	RECEPTIONIST
GEORGIE ROBINSON	DENTAL NURSE
CATHY BECKETT	DENTAL NURSE
ZIVAI MUTOKONYI	DENTAL NURSE
NUALA KIDD	DENTAL NURSE
STEPHANIE BOSKETT	DENTAL NURSE
JANINE MEANEY	DENTAL NURSE

Patients are asked that in the event any complaint to speak or write to Dawn Cochrane, the practice manager. A copy of the complaints process is held in the waiting room.

We will acknowledge complaints within two working days and will aim to have investigated the complaint within ten working days of the date when the matter was raised. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- find out exactly what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify learning from the complaint to ensure the problem does not happen again

The outcome of the investigation will be shared with the complainant either in person or in writing.

The Arrangements Made for Consultation with Patients About the Operation of the Establishment

It is the policy of David McCaughey Dental Practice Ltd to carry out annual and regular random patient surveys to seek the views of patients as to the quality of the treatment and care provided by our personnel.

The results of these surveys will be available in the waiting room for patients and their families. They will also be made available to RQIA for the purpose of the annual inspection visit. A copy of our most recent RQIA report is available on request from reception.

This practice does NOT offer IV (intravenous) sedation but does provide RA (inhalation sedation).

6th July 2020.

DAVID MCCAUGHEY DENTAL PRACTICE LTD IS REGULATED BY THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA).

THE RQIA HEADQUARTERS IS LOCATED IN CENTRAL BELFAST. THEIR ADDRESS IS:
THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY,
9TH FLOOR RIVERSIDE TOWER, 5 LANYON PLACE, BELFAST, BT1 3BT.

YOU CAN ALSO CONTACT THEM BY E MAIL: INFO@RQIA.ORG.UK BY TELEPHONE: 028 9051 7500 OR BY FAX: 028 9051 7501



david
mccaughey

SPECIALIST IN
PROSTHODONTICS, ENDODONTICS
AND RESTORATIVE DENTISTRY