

Patient Charter

Thank you for choosing Pembroke Dental as your local dental provider. As your provider, we endeavor to provide the highest standard of care with a focus on continuous improvement. Our Patient Charter is a statement of how our Dental Practice operates and what you can expect from your visit.

Our Promises

- To treat our patients as we would wish our families and ourselves to be treated
- To protect and maintain your natural teeth through high-quality dentistry in a safe and sterile setting.
- To honour the dignity & value of each patient, so you leave your appointment feeling healthier and happier.
- To keep up to date with knowledge and skills so that our patients receive the benefits of the latest techniques.
- To help each patient achieve the best oral health and oral aesthetics possible.
- To work as a cohesive and professional team.
- To look after you in surgery - if you want us to stop, just say so, or, if you want to take a break during treatment, that's ok too.
- To do our utmost to fit you in if you are in pain and need to be seen as an emergency.

Each aspect of our charter is based on our respect for our patients in one of four different ways:

1. Respect for your teeth

We believe that keeping your teeth for life is in everyone's best interests. Our ethos is one of preventative dental care, and we design dental health programmes with the goal of helping you obtain and maintain a healthy mouth. If you do require dental treatment, we will use the most advanced and durable dental materials with the latest proven techniques.

2. Respect for your comfort

Visiting the dental surgery should be a calm experience. When entering our reception area, we hope you will immediately sense the friendliness of the practice. The decor and furnishings of the practice have been created to be restful and reflect the quality of care you would expect from a first-class dental practice.

3. Respect for your time

We know time is precious and understand that no one likes to be kept waiting. We try to run as closely as possible to time but ask you to understand if unavoidable delays occur. We will inform you if delays are happening so your schedule can be met.

4. Respect for your safety

Modern well-equipped surgeries mean we can offer the latest techniques and you can benefit from high quality materials. We operate under stringent cross-infection controls using ultra sonic cleaners and autoclave sterilisers. Our dedicated team are progressive and enthusiastic in their approach to dentistry. We all attend courses regularly and pursue further qualifications to enhance our dental knowledge