

We are very proud to say that the CQC report of Cannon Hill Clinic Dental Practice confirmed that we are providing care to the highest standards.

Dental Practices are regulated by the government body The Care Quality Commission (CQC). Their role is to monitor standards, ensuring the national standards of quality and safety are achieved.

Please read some extracts of the report on Cannon Hill Clinic Dental Practice below:



### **Why was this practice inspected?**

We carried out this inspection (on 21<sup>st</sup> December 2015) under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

### **Are the services safe?**

“We found that this practice was providing safe care in accordance with the relevant regulations.”

### **Patients’ feedback**

“We received feedback from eleven patients. All patients commented positively about the dentist, dental nurse and reception staff. They described staff as caring and friendly. Patient said that the dentist listened to them and answered any questions regarding their dental care and treatment.

They said that dentist and dental nurses demonstrated empathy and understanding, particularly when treating nervous or anxious patients. We reviewed the results of the patients’ survey. A number of patients had commented positively about how they were treated by staff.

We observed staff interacting with patients before and after their treatment and speaking with patients on the telephone. They were polite and friendly and this was reflected in comments made by patients. “

### **Here are some of the comments made by our patients:**

“The best and most professional and caring dentist. Most of us dread the dentist visits we have to do. This dentist makes you feel comfortable and safe. “

“I have always been terrified of visits to the dentist. But Anahita (The Dentist) was brilliant! Calmed me down and was very professional. No problem for me to come back.”

“More than pleased with the service- excellent! Thank you Ana (The Dentist)!”

“I am very pleased with the treatment and have lost my fear of dentists!”

“the best thing to happen in dentistry” ..... “The professionalism, the ethics and attention to details is profound.”

Read full report here: [http://www.cqc.org.uk/sites/default/files/new\\_reports/AAAE8174.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAAE8174.pdf)