

Our Awards & Accreditations

At Thorpe Lea Dental, we're proud to have earned prestigious accolades for our commitment to exceptional healthcare.

In 2023, we were honoured with the Practice of the Year award in the South East, alongside the Highly Commended Team of the Year recognition.

These achievements underscore our dedication to delivering outstanding dental services and patient care.

We're also members of the British Dental Association's 'Good Practice Scheme' and hold the Agilio 'Quality Practice Scheme' Accreditation, demonstrating our adherence to the highest standards in dental care.

Additionally, we're pleased to have been awarded the 2022 Investors in People Silver Award, which highlights our commitment to fostering a supportive workplace environment.

These recognitions motivate us to uphold our pursuit of excellence and ensure that our patients always receive top-quality care in a welcoming and professional setting.





We are a BDA Good Practice member since March 2015

We strive to make your visits as pleasant as possible, and we hope that you will always be pleased with our service. We are happy to receive feedback and suggestions on how we can improve our service. If you have any reason to think that we are not doing what BDA Good Practice requires, please let us know. We will be happy to discuss our working methods with you and show you the Good Practice requirements. If you are not satisfied with our explanations, you can ask the BDA to investigate the requirement that you feel is not being met. Complaints can only be investigated if they are within the scope of BDA Good Practice.

For more information on BDA Good Practice, please ask a member of staff or visit: bda.org/goodpractice

What a membership of BDA Good Practice means

- We work to nationally agreed standards of good practice to develop and maintain a consistent quality of service for patients
- We are assessed by the BDA to ensure that we are meeting the Good Practice requirements
- We carry out our own internal checks on the way we work
- We allow BDA assessors to visit our practice whenever they want to.

Membership is renewable each year, and every three years we are required to complete a re-application procedure. At the end of this time, we must reapply and demonstrate that we are still complying with the requirements. Good communication between us and our patients is at the heart of good practice. We are also listed on the British Dental Association's patient website bda.org/findapractice

Our commitment

Every member of our practice team has made a personal commitment to deliver a quality service for our patients:

- We aim to provide dental care of consistently good quality for all patients. We have management systems to help us and these define each team member's responsibilities when looking after you
- We will work with you to provide care that meets your needs and wishes. We will explain options and costs so you can make an informed choice. We will always tell you what we are proposing to do and tell you about any significant risks
- We hold regular practice meetings to review our procedures for looking after our patients
- We look after your general health and safety while you are at the practice. We ask you about your general health and any medicines that you are taking. This helps us to treat you safely. We keep all information about you confidential
- Infection control and cleanliness are essential for the safety of our patients. All members of our team receive training in the current standards of infection control
- We screen all our patients for mouth cancer and discuss tobacco and alcohol use because these increase your risk of oral cancer

- Everyone at the practice takes part in continuing professional development to keep their skills and knowledge up to date
- All new members of the team are trained in our practice procedures. Once a year, we review individual training needs for everyone in the practice
- We ask our patients for their views on our services and have systems for handling feedback to identify opportunities for improvement.



It's All About Our Patients

We are proud to let our patients know that we have been awarded membership of the Quality Practice Scheme.

What is the Quality Practice Scheme?

You put your trust in your dental practice, so it's only right that you should want high standards of quality in care and service from them.

We aim for high standards

The Quality Practice Scheme (QPS) is run by Agilio, which has 40 years of experience supporting dental practices in meeting their compliance obligations.

By being a member of the quality practice scheme, we are meeting the robust Agilio Total Quality Management (TQM) standards.

The Agilio TQM Standards Patient Goals:

- To have excellent patient care as our primary aim, patient satisfaction is our first and foremost goal
- To have a well-led practice
- To do everything we do in the most ethical way
- The main focus of the team is personal development training, to maintain high standards for patients and job satisfaction for the team
- To follow our quality management system for continuous improvement

- To maintain our management system, keeping it based on clear procedures and policies
- To regularly assess how well we are doing and look for ways to improve, taking into account patient and staff feedback
- To have year-on-year continuous improvement in patient care, safety, service, and satisfaction

We are dedicated to high standards in customer care and service

Being a member of the Quality Practice Scheme means we have ongoing guidance from Agilio on meeting the rules and regulations that apply to dentistry.

Our quality management system is called Agilio iComply, it helps us to meet the regulations and good practice requirements. Plus we have assistance from Agilio including regular assessments during the year and an annual practice inspection against the TQM standards.

When we meet the standards, we achieve the Quality Practice Award for that year.

Membership in the scheme cannot guarantee that treatment will always be satisfactory, as things sometimes do not go to plan, but our commitment to high standards will increase the likelihood of a satisfactory treatment outcome.

Dental practices that continually meet the requirements of the Quality Practice Scheme earn the Quality Practice Award, a sign of their team's hard work and dedication to quality care. The award is only given when the practice has satisfactorily demonstrated consistency in standards of care and service each year.

When you see the Quality Practice Scheme logo or wall plaque, it's a sign that your practice is dedicated to excellence in dental care.

Our most important goal is patient satisfaction

We always want to exceed your expectations, but if we don't at any time, we welcome your feedback and suggestions to help us improve. If you have any reason to think that we don't meet the Quality Practice Scheme requirements, then please tell us. We'll be pleased to explain how we work towards our goals of continuous improvements in care, safety and service.

If you're still not happy with our explanation, you can contact Agilio for a review. Please note that Agilio cannot review treatment, but only how we meet Quality Practice Scheme requirements.

For further information, please ask a member of our team or visit <https://agiliosoftware.com/icomply/quality-practice-scheme/>



THORPE LEA
— D E N T A L —
for lifelong dental wellbeing



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Thorpe Lea Dental wins Silver Employer Of The Year 2022 trophy!

We are delighted to announce that Thorpe Lea Dental has been crowned winner of the silver award for UK Employer of the year (2-49 employees) at The Investors in People Awards 2022.

Winning the award for UK Employer of the Year was a fantastic achievement. We know that having a consistent, strong, positive and highly skilled team is fundamental to our success. Investors In People are leaders who set the benchmark for workplaces, and we use their exceptionally high standards to inspire our team.

Colin Houston, principal dentist and founder of Thorpe Lea Dental said, "I would like to take the opportunity to thank my fantastic team and the judging panel at the Awards and Investors in People. You can't be a great place to work without great people. Investors in People has given us the chance to really reflect on what our team stands for. I'm very proud of my team and would like to say how much I appreciate their positive attitude and willingness to always go the extra mile for each other and our patients."

Paul Devoy, CEO, Investors in People, said "The Investors in People Awards 2022 marks a new chapter for us. We came together again after three years in our biggest celebration of exemplary leaders and organisations who have transformed themselves into a force for good despite the challenges. I am proud of every organisation that entered this year, demonstrating the value in making work better and setting an example for other organisations to do the same."

About Thorpe Lea Dental

Thorpe Lea Dental is a small family run business founded over 24 years ago by Colin, consisting of two dentists, three dental nurses, a receptionist, and a practice manager. We are a preventative and family-oriented practice. We provide a full range of dental care; from dental check-ups and dental hygiene services for all the family to more advanced and cosmetic treatments, including implant therapy, cosmetic and aesthetic dentistry, adult orthodontics and the latest in gum regeneration.

About Investors in People

Investors in People have been making work better for organisations across the world since 1991. We worked with over 11 million people and over 50,000 businesses. Because happy people are healthier people, and healthier people are more productive. Productive people are good for business, and in turn, society. See where we are going with this? If you'd like more information about Investors in People, what we do and who we are working with, visit www.investorsinpeople.com. For press and media enquiries, contact marketing@investorsinpeople.com



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THE **INVESTORS IN PEOPLE**
AWARDS
2022
WINNER

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