

CONTACTING US

We want to deal with your case as smoothly and efficiently as possible.

You can help us by following these simple guidelines.

Contacting Dental Protection **by phone**



When you contact us by phone you will be asked to confirm the following information before we can discuss anything about your case:

1. **Your case reference number**
(This is made up of three letters followed by a 6 digit number, eg ABC/123456)

2. **Your full name**

This information is the most efficient way to find your case so we can deal with your call.

If you do not have your case reference number, as part of our data protection requirements, you will be asked to confirm two items from the list below to confirm your identity:

- your membership number
- your date of birth
- the first line of your address and postcode
- your email address
- your telephone/mobile phone number

When you call us using our direct dial numbers, a secretary will initially answer your call. In some cases the secretary may be able to assist with your query or they will put you through to your case file handler or, if your case handler is not available, arrange a mutually convenient time for you to speak with your file handler.

When we contact you **by phone**

So that we do not disclose personal and/or sensitive information inappropriately, we must be sure that we are speaking to the right person. Therefore, before disclosing any data, you may be asked to provide your case reference number or your date of birth.

Contacting Dental Protection **by email**



Emails received into the department are initially dealt with by our secretarial team. Please quote your full case reference (file handler initials followed by a six-digit number) in the subject header to ensure that it can be added to the right case file.

If you are attaching documents to an email, we recommend that you name the attachments to reflect the content of the documents (for example: patient response letter). Unless otherwise advised, please send in documents with patient identifiers removed.

Please do not send images of documents taken on a mobile phone as these can be unclear or distorted making them difficult to read and/or interpret.

If you contact us using an NHS (or other employer's) email address, please be aware that your employer may be able to access your email correspondence. It is also possible that sections of your emails (for example any that include others' personal data) could be disclosed by your employer to an individual making a Subject Access Request, under the provisions of the data protection legislation.

NHS emails accounts may offer enhanced security when emailing sensitive information, but it may be preferable to use your personal email account to avoid issues around confidentiality and conflict with your employer or a colleague. We suggest that you avoid disclosing the personal details of others (where possible) to further reduce this risk.

Confidentiality

Please note that we cannot discuss your case with a third party (for example, your secretary or your practice manager) without your consent to do so.

Keeping in touch

Some cases progress slowly because of third party involvement. We will work on your behalf to minimise delays but some procedural delays are beyond our control. Where such delays are lengthy, we shall remain in contact with you during any periods of inactivity and offer any necessary support and guidance. We shall discuss with you how you would like us to maintain contact during such periods.

Service delivery survey

At Dental Protection, we strive to provide the best possible service to our members. You may receive an invitation to participate in a survey as part of our commitment to improvement. This is an opportunity for you to provide feedback on our management of your case. This will enable us to develop and quality-assure our services for the benefit of all members. We value your participation and your feedback, but if you do not wish to take part in the survey, please email **Jillian.Ellis@medicalprotection.org**

Your data



For information on our use of your personal data and your rights, please see the **Privacy Statement** on our website.

USEFUL NUMBERS:

Member Services 0800 561 9000 Calls to Member Services may be recorded for training and monitoring purposes.
Out of Hours Emergency Advice Line 0800 561 1010
Dentolegal Advice 0800 561 1010
dentalprotection.org