



## PATIENT INFORMATION LEAFLET

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| Name of establishment       | Andrew Thomas Dental Care  |
| Address and postcode        | First Floor Suite<br>50 The Parade<br>Roath<br>Cardiff<br>CF24 3AB                         |
| Telephone number            | 02920 216200 (option 1)  |
| Email                       | <a href="mailto:reception@andrewthomasdental.co.uk">reception@andrewthomasdental.co.uk</a> |
| Name of Registered Manager  | Jo Thomas  |
| Name of Registered Provider | Marsden Hill Limited   |



## SUMMARY OF THE STATEMENT OF PURPOSE

We aim to provide quality dental care in a relaxed and friendly environment. Our patients' wellbeing is of utmost importance to us and we do not compromise on providing excellent dentistry.

We strive to be acknowledged by our patients, suppliers and regulators as a leader in our sector and to understand and exceed patient expectations delivering a service of high standard in line with professional standards and evidence-based treatments and advice.

We will not be satisfied maintaining anything other than the highest professional and ethical standards and we are committed to encouraging innovation, ambition, enterprise and continuous improvement.

The treatments that we provide are:

- all aspects of general dentistry
- cosmetic dentistry
- endodontics
- Invisalign orthodontics
- facial aesthetics treatments.

## OPENING HOURS

Our opening times are:

- Monday 08:30 – 19:00
- Tuesday 08:30 – 15:00
- Wednesday 08:30 – 17.45
- Thursday 08:30 – 16:15
- Friday 08:30 – 13:00
- Saturday - on occasions by invitation only



## ARRANGEMENTS FOR URGENT DENTAL CARE AND OUT-OF-HOURS DENTAL CARE

If you have an emergency dental concern, contact our practice immediately – do not delay.

You do not have to be a registered patient to receive emergency treatment. We accommodate emergency patients of all ages, whether you were in an accident, or experiencing a sudden flare up from a long-standing issue.

In the event of a dental emergency please call our practice immediately to arrange an appointment so that we can assess your situation upon your arrival. We will do our best to prioritise your case.

For non-registered patients, our standard emergency appointment charge is £85 to cover assessment, any necessary x-rays, any temporary fillings, any emergency procedures to eliminate pain, and any prescriptions if appropriate.

If at the emergency visit any additional treatments are required, they will be subject to additional charges and we will notify you of these before we undertake the treatment.

After emergency appointments, we would be very happy to schedule further visits to provide a full mouth assessment and to complete the necessary treatment.

N.B. Whether you are registered at our practice or not, if our practice is closed and you have a dental emergency that cannot wait until the next working day please call the **out-of-hours** dental service on **02920 444 500**.



## OUR COMPLAINTS POLICY

Despite our best efforts, we know that we might not always get things right. If this happens it is important that you tell us about it as soon as possible so we can take immediate action. We try to ensure our patients are pleased with their experience of our service. We would like to ensure that a complaint is dealt with courteously, promptly and resolved as quickly as possible. If made, we aim to learn from every mistake and pledge to respond to a patient's concern in a caring and sensitive manner.

1. If a patient complains via telephone or in person, we will listen and pass on the information to our complaints manager.
2. Arrangements will be made to respond within two working days
3. If a complaint is made via letter or email, we will respond within two working days
4. We will acknowledge in writing if so requested
5. The complaint will be investigated with a full explanation of the circumstances which led to the complaint
6. Comprehensive reports will be kept

If a patient is not satisfied with our procedure or outcome please contact:-

Health Inspectorate Wales – 03000 628163

General Dental Council - 0207 167 6000

Dental Complaints Service – 0208 253 0800



## **HOW WE DEAL WITH AGGRESSIVE BEHAVIOUR OR VIOLENCE TOWARDS ANY OF OUR STAFF**

We do not tolerate any aggressive behaviour or violence towards any of our staff. We define violence and aggression as:

- Actual or threatened physical assaults on staff
- Psychological abuse of staff
- Verbal abuse which includes shouting, swearing and gestures
- Threats against practice staff which occur in our practice

All incidents (however trivial) will be reported at once to our management team and recorded. In the event of any actual or threatened violence, the police will be called.



## CLINICAL STAFF DETAILS

| <b>Name</b>      | <b>Position</b>                   | <b>Relevant qualifications / experience</b>                                |
|------------------|-----------------------------------|--|
| Andrew Thomas    | Principal Dentist                 | B.D.S(Hons), Wales 2001<br>B.Sc.(Hons)                                     |
| Jo Thomas        | Practice Manager/<br>Dental Nurse | National Certificate NEBDN 1996<br>CEB Dip Dent Hygiene 2000               |
| Alison Lowe      | Dental Hygienist                  | CEB Cert in Dental Hygiene 1991  |
| Carly Longbottom | Dental Hygienist                  | Dip Dent Hygiene Wales 2004  |
| Kate Suller      | Dental Nurse                      | National Certificate NEBDN 1996  |
| Lucy Mazoni      | Dental Nurse                      | NVQ L3 Oral Health Care: Dental Nursing & Indp Assess City and Guilds 2003 |
| Charlene Fox     | Dental Nurse                      | National Diploma in Dental Nursing NEBDN 2017                              |



## **PATIENTS VIEWS**

We strive to ensure that our patients leave contented having had a good experience with us. We ask patients regularly to fill in a feedback form to help us achieve the highest standards possible. We also request online reviews and testimonials. We appreciate each form and review and it enables the practice to ensure compliance with its quality monitoring policy in line with its standards.

## **DEVELOPMENT AND TRAINING**

We ensure that all members of staff are fully up to date with their Continued Professional Development. We all regularly undertake relevant and appropriate training sessions to ensure we deliver the best dental care and treatments we possibly can, in a safe environment for all patients and staff.

## **ARRANGEMENTS FOR ACCESS TO THE PRACTICE**

Access to our practice is on an appointment-only basis during published opening times.

We are situated on the first floor and have an arrangement with the dental practice on the ground floor to treat any patients with disabilities making the stairs difficult to climb. We have a disability ramp at the front entrance.



## PATIENT RIGHTS AND RESPONSIBILITIES

This practice has a policy to ensure equality and all patients are treated equally no matter their:

- age
- disability
- gender re-assignment
- marriage and civil partnerships
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

We have policies in place, reinforced by regular staff training, to ensure and maintain patient confidentiality. We comply with Data Protection regulations.

Patients are responsible for attending their agreed appointments and contacting us with sufficient notice (at least 24 hours) if they are unable to attend their appointments. We reserve the right to charge for missed appointments or late cancellations.

We expect our patients to behave in an appropriate manner towards all our staff and act without aggression or violence.





## ACCESS TO PATIENT INFORMATION

All the staff at Andrew Thomas Dental Care have access to their patients' records. We take confidentiality and data protection seriously and comply with all relevant data protection and confidentiality legislation. We will not share any personal information about any patient without the patient's express consent unless required by law to do otherwise.

We are PCI DSS compliant to protect all patient payment information and have appropriate software controls to protect computerised records.

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| <b>Date Patient Information Leaflet written</b> | November 2017            |
| <b>Author</b>                                   | A D M Thomas<br>J Thomas |



## PATIENT INFORMATION LEAFLET REVIEWS

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|---|-----------------------------|
| Date Patient Information Leaflet reviewed | April 2018                  |
| Reviewed by                               | Jo Thomas                   |
| Date HIW notified of changes              | 12 <sup>th</sup> April 2018 |

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