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| **PATIENT INFORMATION LEAFLET** | |
| Name of establishment | Cwtch Dental Care |
| Address and postcode | Ground Floor, Unit 6 Greenmeadow Springs Business Park  Village Way  Cardiff  CF15 7NE |
| Telephone number | 02922671858 |
| Website | www.cwtchdental.co.uk |
| Email address | hello@cwtchdental.co.uk |
| Name of Registered Manager | Sarah Gatley |
| Name of Registered Provider | Sarah Gatley |

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| **Summary of the Statement of Purpose** |
| This practice provides all aspects of general dentistry (examinations, x-rays, hygiene, emergency care, extractions, restorations). Our opening hours are:  Mon 9am – 7pm  Tues 8am – 5pm  Wed 9am – 5pm  Thurs 8am – 5pm  Fri 9am – 3pm  Sat 9am – 12pm  In case of emergency outside of these hours, please call the Local Health Board’s Dental Helpline on 02920 444 500 for advice.  Our staff will not tolerate any form of violence or abuse.  Our practice complaints policy is available on our website ([www.cwtchdental.co.uk](http://www.cwtchdental.co.uk)) and in the practice. Should you wish to complain about any aspect of our service, please write to Dr Sarah Gatley. Complaints will be acknowledged by telephone in the first instance and then followed up in writing promptly. |

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| **STAFF DETAILS** | | |
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| Name | Position | Relevant qualifications / experience |
| Sarah Gatley | Dentist | BDS (Wales) Hons 2007  MSc Endodontology 2017 |
| Jenna Keenan | Dentist | BSc Hons Biomedical Science  BDS (Cardiff) Hons 2017 |
| Toni Perrin | Therapist | BSc Dental Hygiene and Therapy \(Birm) 2014 |
| Sarah Guwy | Hygienist | CEB Dip Dental Hygiene 1995 |
| Dennie Mainwaring | Dental Nurse | Cert Higher Ed Dental Nursing Cardiff University 2013 |
| Lucy Morgan | Dental Nurse | Level 3 Apprenticeship in Health (Dental Nursing) 2014 |
| Kate Bond | Dental Nurse | Grandparented through experience |
| Emma Harman | Dental Nurse | Level 3 award dental nursing, Learnkit Swansea |
| Emma Truran | Trainee Dental Nurse | In training with Aspirations |
| Viv McCaver | Receptionist | Over 7 years experience working on a dental reception |
| Rachel Hunt | Trainee Dental Nurse | In training with Aspirations |

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| **PATIENTS VIEWS** |
| We run in-house surveys periodically in order to find out what our patients:   * like about the practice * feel could be improved and * what it is really like to receive dental care at the practice.   It will help us to understand better what our patients expect from us and can generate ideas on how services could be redesigned to meet patients’ needs more closely. After these consultations, we plan to let patients know what we have found out and what we intend to do as a result. We will put this feedback - and our associated actions - on the website and it will also be posted on notices at the practice. |

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| **DEVELOPMENT AND TRAINING** |
| We are committed to employing the right people with the right skills for the duties that they are required to undertake. We identify all the skills available within the practice, ascertain when update training may be required, and where skills may be lacking and, therefore, where and when further training may be required  To identify the specific training needs of an individual, we conduct annual appraisal and development reviews and explore the most appropriate way of providing it e.g. at practice meetings, one-day or part-day seminars, or formal training courses involving assessments and/or examinations.  Individuals may also identify training they would like/need and can request the practice for support, with each request being considered on its merits. |

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| **OTHER ADDRESSES** |
| We only operate out of:  Unit 6 Greenmeadow Springs Business Park  Village Way  Cardiff  CF15 7NE |

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| **ARRANGEMENTS FOR ACCESS TO THE PRACTICE** |
| The practice is accessible on foot, or by bike, car or bus. There are 7 allocated parking spaces on-site, including a disabled space at the front of the premises. There is a bus stop 400 metres from the practice where the number 26 and 132 buses stop. The bus routes follow a route that passes near Taffs Well station if you require access to rail services.  We are a ground-floor unit with a wheel-chair friendly ramp and accessible surgeries. Please ask if you require any further assistance. |

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| **PATIENT RIGHTS AND RESPONSIBILITIES** |
| We will:   * provide our patients with the standard of care that we would expect to receive ourselves * communicate with patients in a courteous, friendly, professional manner and make sure you receive full information about our services * provide you with a treatment plan and estimate of costs for each new course of treatment and no treatment will be undertaken without the patient’s full and specific consent * listen to your views and learn from them * ensure that we keep our professional skills and knowledge up to date * respect our patients’ confidentiality at all times * make you aware of our policy for collecting fees and requests for payment will always be made courteously * make you aware of the practice policy for dealing with complaints and all complaints will be treated sympathetically and according to the agreed procedures * provide any emergency treatment required during practice hours as soon as is reasonably practicable.   In return, we would like you to:   * participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home * arrive on time for your appointment - please give the practice at least 24 hours’ notice if you are unable to keep your appointment * treat our staff courteously, as they will do their best to help meet your needs. |

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| **ACCESS TO PATIENT INFORMATION** |
| All requests for access to personal information or information about the practice should be passed to Dr Sarah Gatley.  Personal information is any information, note or record from which an individual can be identified and the Data Protection Act allows individuals to request access to personal information about themselves.  The request must be made in writing (including by email) and the individual making the request should describe the type of information that they require with specific dates. The request must include the patient’s name, address etc so we can be certain that the person asking for information has the right to request access to the records  The requested information will be provided within 40 days of receiving the original request or confirming the individual’s identity. |

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| **Date Patient Information Leaflet written** | 6/11/18 |
| **Author** | Sarah Gatley |

**PATIENT INFORMATION LEAFLET REVIEWS**

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| Date Patient Information Leaflet reviewed |  |
| Reviewed by |  |
| Date HIW notified of changes |  |

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