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| **PATIENT INFORMATION LEAFLET** | |
| **Name of establishment** | Cwtch Dental Care |
| **Address and postcode** | 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**  **Tues**  **Wed**  **Thurs**  **Fri** | 9am – 7pm  9am – 7pm  8am – 7pm  8am – 7pm  9am – 3pm |
| In case of emergency outside of these hours, please call the Local Health Board’s Dental Helpline on **0300 10 20 247** for advice. Practice Plan patients can call the Practice Plan Emergency Helpline on **08081698117.**  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** | | |
| Name | Position | Relevant qualifications / experience |
| **Sarah Gatley** | Dentist | BDS (Wales) Hons 2007  MSc Endodontology 2017  PGDip Legal Aspects of Medical Practice |
| **Jessica Weymouth** | Dentist | BSc Hons Chemistry,  BDS (Peninsula 2016) Hons 2017 |
| **Katie Thomas** | Dentist | BDS Hons Cardiff 2016 |
| **Rachel Moorey** | Dentist | BDS Bristol 2016 |
| **Emily Lloyd** | Dentist | BDS Manchester 2024 |
| **Dennie Mainwaring** | Dental Nurse/PM | Cert Higher Ed Dental Nursing |
| **Lucy Morgan** | Dental Nurse | Level 3 Diploma |
| **Kirsty Rowland** | Dental Nurse | National Cert NEBDN |
| **Olivia Stadden** | Dental Nurse | Level 3 Diploma |
| **Ciara Griffiths** | Dental Nurse | Level 3 Diploma |
| **Jena Chowdhury** | Dental Nurse | Level 3 Diploma |
| **Clare Stewart** | Dental Nurse | National Cert NEBDN |
| **Steph Fitzgerald** | Dental Nurse | Level 3 Diploma |
| **Owen Evans** | Receptionist/Manager | Team management experience. |
| **Megan Perrin** | Dental Therapist | BSc Dental Hygiene and Therapy 2020 |
| **Roxanne Aughton** | Dental Therapist | Combined Diploma Dental Hygiene/Therapy 2013 |
| **Michelle Glover** | Dental Hygienist | BSc Dental Hygiene and Dental Therapy Cardiff 2024 |
| **Lacie Light** | Receptionist |  |

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| **PATIENTS VIEWS** |
| We routinely invite feedback after a course of treatment 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 use this feedback to inform and train staff in future meetings. |

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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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| **ARRANGEMENTS FOR ACCESS TO THE PRACTICE** |
| The practice is accessible on foot, or by bike, car or bus. There are 8 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. |
| **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 * If you fail an appointment on more than one occasion, you may risk being declined future treatment at this practice. * treat our staff courteously, as they will do their best to help meet your needs.   Please note that in line with NHS regulations, if you fail to attend or cancel with less than 24 hours notice on more than one occasion, we will no longer see you as an NHS patient. We take deposits when booking our private appointments and if these appointments are failed then charges apply. |

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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. |