

Cathays Dental Clinic

Patient Information Leaflet

**Cathays Dental Clinic
159 Cathays Terrace
Cardiff
CF24 4HW
Tel. (029)20 230945
website: www.cathaysdental.com
e-mail: info@cathaysdental.com**

Cathays Dental Clinic

Statement of Purpose

Alms and Objectives

1. Treatment of disease, disorder or injury

- To provide a high quality and range of dental services to the whole community, including consultations, X-Rays, routine restorative work, endodontics, treatment of periodontal disease, prostheses, cosmetic work.
- To offer patients a friendly and professional service.
- To explain the diagnosis to patients in detail, where particular attention should be given and necessary action – treatment options, costs, risks, advice, etc.
- To refer to appropriately qualified specialist dental practitioners where necessary. Temporary treatment provided if necessary.
- To keep patients well-informed of costs and to discuss treatment progress at each stage, obtaining relevant consent.
- To offer a preventative service.
- To establish an individually-developed personal dental health regime for each patient to meet their dental care needs and aim for a high level of oral health.

2. Surgical procedures

- To provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc.
- To obtain valid consent for all surgical procedures carried out at the practice.
- To monitor patient progress, post-procedure, following clinical protocol to ensure full recovery and minimise risks.

3. Diagnostic and screening procedures

- To arrange and agree appointments and review appointments within appropriate personal timeframe with patients.
- To undergo a complete and detailed examination of the patient's oral health with help from relevant diagnostic equipment, taking into account relevant medical history.
- To inform patients of the results of such diagnostic and screening procedures with a view to discussing possible treatment options.

Summary of alms: We aim to provide a comprehensive service to the whole population without discrimination. We use good quality modern materials and approved techniques. While not always possible, we aim to see patients on time and keep them informed if we are running late. Where appropriate and without breaching confidentiality we offer an explanation. We endeavour to spend sufficient time with patients. We believe that we are open and fair with all our patients and welcome open communications which help us to continue our services in a manner approved by the majority. We have more than adequate numbers of staff available for most of the time in order that a prompt and caring environment can be maintained.

Cathays Dental Clinic

Opening Hours

Monday 8.30 am - 5 pm

Tuesday 8.00 am - 5 pm

Wednesday 8.30 am - 5 pm

Thursday 8.00 am - 5 pm

Friday 9.00 am - 1 pm

Out of Hours arrangements for patients who require urgent care are recorded on the practice answer phone, and displayed on posters both inside the practice and on the outer door of the practice.

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Arrangements for Access

Cathays Dental Clinic provides care for the whole population and all existing and new patients are able to access services by telephoning, e-mailing or attending the practice to book an appointment. Appointments are made within the working hours of the practice and usually involve an initial examination and treatment planning appointment with a dentist.

Access for dental emergencies is provided through dedicated time slots and all patients requesting this service are normally seen within 24 hours of making initial contact with the practice.

Direct access treatments are also available to existing and new patients who wish to see a dental hygienist or therapist without seeing a dentist. They will be given information on the limitations of treatment that the hygienist or therapist can provide and be advised of the need for a full oral health assessment by a dentist.

Cathays Dental Clinic is a terraced converted property on a main road with steps leading up to the entrance which may limit access to the practice. However, we are committed to complying with the Disability Discrimination Act 1995 by ensuring that disabled patients have the same access to our services as non-disabled patients. The term disabled may include people with physical and sensory impairments, with learning disabilities, chronic or terminal illness, and users of mental health services. We make every effort to make reasonable adjustments to our facilities, policies, procedures, communication, signage and staff training to ensure the ease of access to our services.

Cathays Dental Clinic

Staff Details

Amlr Koochek, BSc(Hons), BDS(Wales), MFDS RCS(Eng), GDC no. 75987
Dentist

Kevin Gracias, BDS(Wales), DIP PG(Wales), GDC no. 74646
Dentist

Tracey Sawyer
Practice Manager

Rachael Veale, Diploma in Dental Nursing Level 3 QCF, GDC no. 259548
Dental Care Professional / Receptionist

Rebecca Cox, NVQ L3 Oral Health Care, GDC no. 213395
Dental Care Professional

Carly Young, NVQ L3 Oral Health Care, GDC no. 213123
Dental Care Professional

Diane Lock, Dip Dent Therapy(Wales), CEB Dip Dent Hygiene, GDC no. 5588
Dental Care Professional (Dental Hygienist and Therapist)

Catherine McGurk, CEB Dip Dent Hygiene, GDC.no. 4665
Dental Care Proferssional (Dental Hygienist)

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Staff Development & 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.

Examples of what we do to achieve the above are:

- Staff meetings to discuss and highlight changes and advances in the profession from clinical to legislative**
- Staff encouraged to produce Personal Development Plans**
- Practice Development Plans formulated to include all staff**
- In-house CPD arranged for the whole dental team with the Postgraduate Deanery especially in relation to core CPD**
- Maturity Matrix Dentistry template used to improve all aspects of work within the practice**
- Staff courses paid for by the practice to encourage development and training**

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Services/Treatments/Facilities

We provide general dental services to the whole population. This includes the diagnosis and treatment of dental disease including caries and periodontal disease. We also take radiographs as an aid to diagnosis and treatment planning and undertake dental extractions where necessary. We are available to treat oral trauma and can follow it up by providing dental restorations. In relation to the area of wider health, we routinely undertake soft tissue screening for the early detection of oral cancers. Below is a list of specific treatments we provide:

General Treatments:

- Fillings (amalgam and composite)
- Inlays, Onlays and Crowns
- Bridges
- Dentures
- Pit and Fissure sealants
- Root Canal Therapy

Hygiene Services:

- Scale and Polish
- Periodontal Treatment

Cosmetic:

- Clear Braces
- Veneers
- Teeth Whitening
- Dental Implants

Cathays Dental Clinic

Patients' views

Cathays Dental Clinic takes full account of patients' comments, their rights and autonomy. Regular anonymous surveys of patients' views on the services, care and treatment provided are conducted. The practice information leaflet and website also give patients full details of the services provided and invite comment. Cathays Dental Clinic has an in-house complaints policy for the effective and speedy resolution of patients' concerns and complaints. This is displayed in the waiting room and patients informed of their rights. Cathays Dental Clinic likes to increase patient influence by having a suggestion box.

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Patient Rights & Responsibilities

Patient Rights

Cathays Dental Clinic takes full account of Patients' comments, their rights and autonomy. Cathays Dental Clinic conducts regular anonymous surveys of patients' views on the services care and treatment provided. The Practice information leaflet and web site available to patients gives full details of the services provided and invites comment.

Cathays Dental has an in house complaints policy for the effective and speedy resolution of patients' complaints or concerns. Patients' needs and expectations are assessed at the outset and treatment alternatives, benefits and risks are explained fully before treatment is started. Informed consent is secured before treatment commences.

Appointment times, days and preferences are discussed to suit individual needs and preferences where possible.

Patients' choices in respect of treatments provided and their wishes to be treated on specific days or by certain staff are noted and taken fully into account.

Cathays Dental likes to increase patient influence by having a suggestion box.

Patient Responsibilities

Patients are requested to:

- Only book appointments which they are able to attend and give adequate notification if cancellation should be necessary.
- Allow plenty of time for attendance so that administrative matters can be dealt with before the clinical appointment time.
- Be tolerant in circumstances where things do not always go right first time & realising that sometimes many procedural steps and staff are involved creating a complex situation.
- When providing feedback on any aspect of service this is done in a no confrontational, friendly and courteous manner. We will always try to accommodate patient's views.
- Attend regularly and follow the professional advice being given while also advising of any concerns which they may have.
- We require each patient to provide us with an accurate Medical History detailing past and present condition, including medication.

Cathays Dental Clinic

Access to Patient Information

Cathays Dental Clinic is committed to complying with statutory guidelines including the Data Protection Act 1998, and the Freedom of Information Act 2000.

Patient records are securely held and remain confidential and are only accessed by members of the Cathays Dental Team via secure codes and passwords.

Patients are able to access their records and receive a copy, upon a written request. 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 and date of birth so we can be certain that the person requesting the information has the right of access to the records.

The requested information will be provided within 40 days of receiving the original request or confirming the individual's identity.

We will provide the information in an intelligible form and where copies of dental clinical notes are provided, these will be accompanied by an explanation.

Copies of our Record Management Policy and Data Protection Policy are available on request.

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Patient Complaints Procedure

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the Local Health Board by contacting 02920 7440951.

Tracey Sawyer is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 2 working days and will aim to provide a full response in writing within 10 working days.

If the Complaints manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when they are next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions to meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That is why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further. Please see the contacts below.

CONTACTS

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of any issue by calling 0208 2530800 or visiting www.dentalcomplaints.org.uk.

If you would like support or advice regarding your NHS complaint you can contact the Local Community Health Council by calling 02920 235558. If you are still unhappy about your NHS complaint you can contact the Ombudsman for Wales by calling 0300 7900203 or visiting www.ombudsman-wales.org.uk. You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales by calling 0300 0628163 or visiting www.hiw.org.uk.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org, contact them on information@gdc-uk.org, or by calling 0207 1676000.

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Statement of Equality, Diversity & Human Rights

Cathays Dental Clinic recognises the principles of Equality, Diversity and Human Rights both for its patients and for its employees.

Discrimination, Harassment and Victimisation of all of the above are defined in our practice policy and all staff are required to conform to this policy and to bring to the attention of Tracey Sawyer practice Manager any issues which might violate the principles contained in our policy.

Tracey Sawyer practice manager is responsible for considering and taking action if any instances which may breach our policy are brought to her attention.

Cathays Dental Clinic recognises and conforms to the European Convention on Human Rights Act 1998. All staff employed and self-employed at Cathays Dental Clinic hold a current Criminal Records Bureau Check as required by the Health and Social Care Act.

Cathays Dental Clinic is committed to providing services to all patients and, within the constraints of the building, we provide improved physical access by ensuring the path to the practice has a smooth surface and is free from obstacles; railings have been installed to help with access up the steps to the surgery entrance; the ground floor waiting room has an uncluttered open passage to the surgery providing easy access for those with walking difficulties or physical disabilities.

Cathays Dental Clinic ensures that people are able to make choices regardless of their race, age, gender, sexual orientation, disability, religion or beliefs. Examples include:

- Information for patients available at the practice is printed in English and, to date, has met the needs of our patients. The patient profile of the practice is monitored closely and will produce information in different languages if required.**
- Each surgery has drawing pads, digital illustrations and large scale models to allow clinicians draw/ describe various treatment options and procedures.**