



## PATIENT INFORMATION LEAFLET

Name of establishment or agency	Cross Hands Dental Care Ltd t/a Llandeilo Road Dental Surgery
Address and postcode	38 Llandeilo Road Cross Hands Llanelli Carmarthenshire SA14 6NA
Telephone number	01269 843400
Email address	<a href="mailto:cross-hands@dentallymail.co.uk">cross-hands@dentallymail.co.uk</a>
Name of Registered Manager	Aled Clement
Name of Registered Provider	Cross Hands Dental Care Ltd

## Summary of the Statement of Purpose

Welcome to Llandeilo Road Dental Surgery. Our aim is to put you at ease with your dental treatment and provide you with high quality dental care. We are able to offer a full range of general dental services. The surgery has been well established for over 30 years catering for the dental needs of Cross Hands and beyond. We are disabled friendly and are able to offer step free access from the pavement to the surgery and have two surgeries located on the ground floor.

Our opening hours are as follows:

Monday: 08:30 - 13:00, 14:00 - 17:00

Tuesday: 08:30 - 13:00, 14:00 - 17:00

Wednesday 08:30 - 13:00, 14:00 - 19:00

Thursday 08:30 - 13:00, 14:00 - 17:30

Friday 08:30 - 12:30, 13:30 - 15:30

Should you experience a dental emergency please ring us as soon as possible so we can arrange an appointment to help you. Should you experience a dental emergency outside our normal working hours please ring the surgery and the answer machine will provide you with the necessary contact details. We will endeavour to see patients experiencing a dental emergency on the same day, but within 24 hours at most.

Our staff have the right to work in a safe workplace, any type of abuse be it verbal, physical or any other type directed towards staff members or anyone at the surgery will result in us discontinuing your care.

Any information about you that we hold will be strictly confidential and held in accordance with our data protection policy. Only members of the surgery staff have access to this information. You have the right to request a copy of the information we hold about you at any time.

We take complaints and concerns seriously to ensure that our service meets expectations. Any complaints are dealt with courteously and promptly and to learn from any mistakes we have made.

You can make a complaint by telephone, in person or by writing. Any complaint received in person or by telephone will be referred to the complaints manager (Lowri Clement) immediately. Should the complaint manager be unavailable, details will be taken and passed to the complaints manager who will contact you as soon as is possible. Complaints received in writing will be forwarded to the complaints manager.

We will acknowledge a complaint in writing within 2 working days and inform you how their complaint will be dealt with. Our aim is to investigate the complaint within 30 working days and keep you updated as to the progress. Once our investigation is complete we will provide you with a written report.

Should you be unsatisfied with the result of the investigation you can contact either of the following: Community Health Council (01646 697610), Hywel Dda Health Board ((NHS treatment) 01267 229692, Dental Complaints Service ((Private treatment) 08456 120 540), or Health Inspectorate Wales 0300 0628163.

### STAFF DETAILS

Name	Position	Relevant qualifications / experience
Aled Clement	Director/ Principal Dentist	BDS Wales 2009
Matthew Harris	Associate Dentist	BDS Bristol 2014, PGCert (Endodontics)
Nia Thomas	Associate Dentist	BDS Wales 1994
Alison Douch	Dental Hygienist	CEB Cert in Dental Hygiene 1984
Elaine Rees	Senior Dental Nurse	Qual - National Certificate NEBDSA 1992
Nicola Evans	Dental Nurse	Verified Competency in Denal Nursing
Susan Williams	Dental Nurse	Verified Experience in Dental Nursing
Katrin Morris	Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds 2015
Jamie-Lee Daniels	Trainee Dental Nurse	
Debbie Thomas	Dental Nurse	National Certificate NEBDN 1999

Lowri Clement	Practice Manager	BA Ed 2007
Ceri Wills-Wood	Dental Therapist	Diploma in Dental Hygiene & Therapy 2017
Lucy Rees	Dental Associate	BDS Manc 2017
Sara Richards	Receptionist	
Amy Joshua	Trainee Dental Nurse	
Hannah Roberts	Dental Nurse/ Treatment Co-ordinator	NVQ L3 Oral Healthcare: Dental Nursing & Indp Assess City & Guilds 2009

## DEVELOPMENT AND TRAINING

In house training courses are held for the General Dental Council's core continuing professional development subjects, except for locally held radiography courses. Staff are encouraged to pursue a number of different sources of continuing professional development such as journal reading, attending lectures, hands on courses as well as web based learning such as webinars.

Any members of staff who are in training (trainee dental nurses, qualified dental nurses pursuing further qualifications) are closely monitored by their in house mentors along with support from their external tutors.

## OTHER ADDRESSES

Llandeilo Road Dental Surgery, 38 Llandeilo Road, Cross Hands, SA14 6NA  
Tel 01269 843400

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

To become a patient of the surgery please contact us by telephone or email to arrange an examination appointment. You may ask to be treated under the NHS, or privately either under our fee per item system or on our dental care plan. Please be aware that our ability to accept you as an NHS patient will depend on our NHS capacity at the time of your enquiry. You will be informed as to the cost of your examination upon booking.

When you arrive for your initial appointment you will be asked to fill in a form to confirm your personal details and details of your medical history.

After your examination, your dentist will discuss their findings with you as well as the options available for your treatment along with the associated costs, and provide you with a copy of your agreed treatment plan.

Once your treatment is complete your dentist will set you an appropriate recall date for your next examination.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Please make every effort to attend your appointment, should you be unable to attend please try to give us at least 24 hours notice so that we can offer your appointment to someone else. Should you persistently fail to attend or cancel your appointment without giving 24 hours notice we may offer your space at the surgery to another patient.

Our staff have the right to work in a safe workplace, any type of abuse be it verbal, physical or any other type directed towards staff members or anyone at the surgery will result in us discontinuing your care.

## COVID - 19 Arrangements

Please read below to understand our COVID procedures and how this will affect your visit:

1. Appointments are only available by telephone on 01269 843400
2. You will receive a text or email message with a link to update your medical history (please do this before your appointment)
3. On the morning of your appointment you will receive another text message with a link for you to remotely check in upon arrival
5. Please arrive at the practice in a car if possible, park in our car park behind the surgery, and check in via the link, or call us to notify us of your arrival and wait in your car
6. Please arrive wearing a face covering
7. One of our staff will come out to fetch you, take your temperature, ask you a few short screening questions and escort you into the surgery
8. Please attend alone, however vulnerable adults and children may bring one carer/parent with them
9. Please do not bring any non essential items with you
10. The toilet facilities will not be available at this time except for emergencies
11. We are only able to accept contactless or card payments

## ACCESS TO PATIENT INFORMATION

The following members of staff have access to patient information to allow the arrangement and safe treatment of patients:

Aled Clement, Matthew Harris, Nia Thomas, Lucy Rees, Alison Douch, Lowri Clement, Elaine Rees, Nicola Evans, Susan Williams, Katrin Morris, Jamie-Lee Daniels, Ceri Will - Wood, Debbie Thomas, Sara Richards, Amy Joshua, Hannah Roberts.

The data controller is Cross Hands Dental Care Ltd.

We record information about you to include; basic details (address, date of birth etc), details and clinical records about your treatment and general health, records of medicines you have been prescribed, and information relevant to your continued care from other people such as healthcare professionals and relatives.

To provide proper and safe dental care, we may need to disclose personal information about you to:

- Your general medical practitioner
- The hospital or community dental services
- Other health professionals caring for you
- NHS payment authorities
- HM Revenue and Customs
- The Department for Work and Pensions and its agencies, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member.

Where possible, you will be informed of these requests for disclosure.

Disclosure will take place on a 'need-to-know' basis. We will only provide information to individuals or organisations who need it to provide care to you or to ensure the proper administration of government (whose personnel are covered by strict confidentiality rules). We will only disclose information that the recipient needs to have. Anyone who receives such information has a legal duty to keep the information confidential.

In limited circumstances or if required by law or a court order, personal data may be disclosed to a third party not connected with your health care.

In all other situations, disclosure that is not set out above will only occur when we have your specific consent.

You can access to the data that we hold about you and to receive a copy by submitting a written request. We aim to provide a copy within 30 working days.

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described above, you should discuss the matter with your dentist. You should be aware, however, that objecting to how we process your information may affect our ability to provide you with dental care.

<b>Date Patient Information Leaflet written</b>	25/9/2017
<b>Author</b>	Aled Clement



## PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	15/11/17
Reviewed by	Aled Clement
Date HIW notified of changes	28/11/17

Date Patient Information Leaflet reviewed	24/5/18
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Date HIW notified of changes	2/9/18

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