



Pont Steffan Dental Practice

In Accordance with the Requirements of:

Private Dentistry (Wales) Regulations 2017

For Registration with:

Healthcare Inspectorate Wales

Statement of Purpose



Pont Steffan Ltd

Registered office address: Ty Caer Wyr, Charter Court, Phoenix Way,
Enterprise Park, Swansea, SA7 9FS
Company No. 15248767
Trading as:

Pont Steffan Dental Practice

North Road, Lampeter, Ceredigion, SA48 7HZ

Tel: 01570 422595

Email: reception@psdental.co.uk

www.pontsteffandental.co.uk

The **Responsible Individual** at this location is:

Name: Dr Owain Dimmick (Director)

Telephone: 01570 422595

Email: owain@psdental.co.uk

The **Registered Manager** at this location is:

Name: Rebecca Gardner

Telephone: 01570 422595

Email: becky@psdental.co.uk

The **Assistant Managers** at this location are:

Name: Lauren Merritt

Telephone: 01570 422595

Email: lauren@psdental.co.uk

Name: Fran Bowes

Telephone: 01570 422595

Email: fran@psdental.co.uk

The Regulated Activity at the listed location is:

Primary Dental Care

Regulated Services Provided

The regulated activities comprise:

- * Treatment of Disease, Disorder or Injury
- * Surgical Procedures
- * Diagnostic and Screening Procedures

Aims and Objectives

As a team we aim to treat all of our patients as we would wish to be treated ourselves. Our evidence-based approach, centred in preventative dentistry, encompasses modern technology and practices where the needs of the patient are at the forefront of everything we do.

Our team of dedicated and professional employees endeavour to be acknowledged by our clients, suppliers and regulators as leaders in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our patients are treated with honesty and integrity, without discrimination, in complete confidence and with the utmost discretion; in comfortable surroundings, at a reasonable cost.

We objectivise accountability for staff and individual performance and support one another in achieving and exceeding patient expectations. We encourage innovation, ambition, enterprise and continuous improvement.

Prioritising attaining high standards of customer care, we aim to integrate high quality products with up-to-date techniques and protocols and a highly personal service.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisement reflects the true nature of the services offered.

Practice Services

This practice offers (private) dental services to the **whole population**. These services include:

- * Preventative advice and treatment
- * Routine and restorative dental care
- * Endodontics (Root Canal Treatments)
- * Dental Hygiene
- * Oral Surgery
- * Oral Biopsy and Histopathology Report
- * Periodontic Treatments
- * Tooth Whitening
- * Orthodontic treatments

Opening Times

Monday 8am - 5pm

Tuesday 8am - 5pm

Wednesday 8am - 5pm

Thursday 8am - 5pm

Friday 8am - 5pm

Out of Hours Dental Emergencies: We operate an on-call, out of hours service for our registered patients that is accessed via the practice answerphone.

Dentists

Owain Dimmick BDS Hons (Wales) PG Dip Ortho
Principal Dentist - GDC: 176454

Eleri Marks BDS Hons (Cardiff)
Associate Dentist - GDC: 210345

Eilish Thomas BDS Hons (Cardiff)
Associate Dentist - GDC: 271966

Gareth Rhidian BDS Hons (Wales)
Associate Dentist - GDC: 57340

Charlotte Smith BDS (Liverpool)
Associate Dentist – GDC: 191410

Huw Davies BDS (London) Dip imp dent (London) MFGDP (UK)
Associate Dentist - GDC: 66263

Alyn Morris BDS (Cardiff)
Associate Dentist – GDC: 259402

Steffan Thomas BDS Hons (Cardiff) PG Dip Endo (Chester)
Special Interest in Endodontics – GDC: 256106

Sagar Shah – BDS (Birm) PGCert (Edin) MFDS
Special Interest in Oral Surgery - GDC: 244256

David Fealey BDS Hons (Cardiff) MSc (Plymouth)
Special Interest in Periodontics - GDC: 271760

Dental Hygienists

Laura Evans
FdSc Oral Health - GDC: 259447

Deanna Saddington
Dip DH Dental Hygienist - GDC: 3606

Natasha Dennis
Dip DH Dental Hygienist - GDC: 6741

Lynwen Thomas
Dip DT Dental Hygienist - GDC: 10491

Sophie Bowen
Dip DH Dental Hygienist - GDC: 115811

Dental Nurses

Louise Mouland

Registered Dental Nurse - GDC: 119488

Sioned Doughty

Registered Dental Nurse - GDC: 274390

Lauren Merritt

Registered Dental Nurse - GDC: 258397

Kate Holland

Registered Dental Nurse – GDC: 281126

Medwen Williams

Registered Dental Nurse – GDC: 321746

Laura Tanner

Registered Dental Nurse – GDC: 331453

Jodie Bassett-Burr

Trainee Dental Nurse

April Davies

Trainee Dental Nurse

Violet Morgan

Trainee Dental Nurse

Hannah Marrs

Trainee Dental Nurse

Maisie Hart

Trainee Dental Nurse

Facilities within the Premises

About Pont Steffan Dental Practice:

- * Pont Steffan is located in the town of Lampeter.
- * Public transport is via bus.
- * We have nearby council carparks and residential street parking available.
- * We have an extended reception area, offering a comfortable waiting place incl. TVs displaying oral hygiene information, staff members and treatment information as well as quiet area with TV showing the news.
- * We have two downstairs surgeries, providing access for wheelchair users.
- * We have a purpose-built decontamination facility where we are constantly working towards best practice standards of infection control.
- * We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive.
- * We offer visiting additional services for root canal treatment, periodontic treatments, oral surgery extractions and oral biopsies.

Making an Appointment: All patients are seen on an appointment basis

Cancellations Policy: We require at least three working days' notice for routine appointments and visiting clinicians, otherwise a charge of £20 per 15minutes will be applied (exceptional circumstances may be allowed at the discretion of the provider and manager)

Smoking Policy: In order to provide a safe and smoke free environment for staff and patients, the establishment and its grounds is a no smoking area.

Methods of Payment/Credit: All major credit/debit cards are accepted. Clients are asked to pay in advance for New Patient Consultations, treatment upon the completion of each appointment for routine treatments/care and 50% - 100% in advance for complex treatments.

Client Centred Care: We care about providing the right treatment for our patients/clients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient.

Consultations: All consultations are carried out in person with patients, by qualified personnel in the privacy of the consultation/treatment room.

Patient/Client Records: Records of all consultations and treatments are kept in the patient notes. At

the initial consultation patient details and a medical history are taken, these form part of the patient/client records.

Data Protection: Staff are trained and compliant with the Data Protection Act 2018 and the practice is registered with the ICO.

Information provided to the Patients/Clients: This practice ensures that information provided to patients/clients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a patient leaflet.

Treatment of Children: We do provide treatment for children. We expect minors to be accompanied at the practice by their parents/legal guardians.

Patient Feedback: We value the feedback, thoughts and suggestions of our patients and clients. If an email has been provided, the patient is emailed a survey to complete or to write a review after each appointment is completed. We have feedback cards readily available in reception for patients to fill and deposit into our Feedback box. Additionally, we seek feedback via our website and a patient survey is emailed out periodically as well as feedback being sought verbally (and recorded on the patient records) at least once during a course of treatment.

Privacy and Dignity of Patients: There are facilities for patients to have private conversations with staff members. The practice staff are trained on our patient dignity and respect policy and uphold high values of such.

Complaints: This practice operates a complaints procedure. A copy of which is displayed in reception and additionally available for patients to take home on request. Patients are asked in the event of any complaint, to speak directly to, or write to, the Registered Manager.

What we will do: Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aimed to have looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position to offer an explanation or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed. When we look into the complaint, we shall aim to:

- * Find out what happened and what, if anything, went wrong
- * Make it possible for the complainant to discuss the problem with those concerned
- * Identify what we can do to make sure the problem does not happen again
- * At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or writing

Complaining on behalf of someone else: The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. due to illness) of providing this to allow the complaint to be investigated.

If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write (as appropriate) to:

Health Inspectorate Wales, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ
hiw@gov.wales, Tel: 0300 062 8163

Denplan Clinical Mediation Service (Denplan Patients Only),
clinicalmediationservice@denplan.co.uk Tel: 0800 169 7220

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ
Tel: 020 8253 0800 or visit <https://dcs.gdc-uk.org>

Llais Wales – West Wales, Llais Aberystwyth, WG Building, Rhodfa Padarn, Llanbadarn Fawr,
Aberystwyth, SY23 3UR
westwalesenquiries@llaiscymru.org Tel: 01646 697610/ 02920 235 558

Help us to get it right

We constantly try to improve the service we offer, so we will encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can do something better.

Covid-19 Information

At Pont Steffan Dental Practice we will adhere to any guidance issued by HIW regarding Covid-19. We will comply with all relevant Standard Operating Procedures issued.

Signed

Rebecca Gardner

Date: 01/04/2026

Last Update: 01/04/2026