



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 Dental Practice

North Road

Lampeter

Ceredigion

SA48 7HZ

Tel: 01570 422595

www.pontsteffandental.co.uk

reception@psdental.co.uk

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

Name: Dr Owain Dimmick (T/A Sole Trader)

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 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 dental services to the **whole population**. These services include:

- * Preventative advice and treatment
- * Routine and restorative dental care
- * Root canal treatment
- * Dental Hygiene
- * Surgical treatment
- * Tooth Whitening
- * Implants
- * Short term Orthodontic treatments

Opening Times

Monday 9am - 6pm

Tuesday 9am - 5pm

Wednesday 9am - 6pm

Thursday 9am - 5pm

Friday 9am - 4pm

Saturday 9am - 1pm

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) Principal Dentist -GDC: 176454

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

Georgina Jones BDS Hons (Cardiff) Associate Dentist -GDC: 259150

Bharat Nagrani BDS Hons (Wales) MJDF RCS (Eng) Associate Dentist -GDC: 153101 (Visiting implant trained dentist)

John Honey BDS Hons (Wales) Associate Dentist -GDC: 176592 (Visiting D.W.S.I endodontics)

Dental Therapists & Hygienists

Cerys Powell Dip DH DT Dental Therapist - GDC: 185811

Mari Llewellyn BSc DH DT Dental Therapist - GDC: 265458

Jill Spiteri Dip DH Dental Hygienist -GDC: 1836

Deanna Saddington Dip DH Dental Hygienist -GDC: 3606

Dental Nurses

Louise Mouland

Registered Dental Nurse -GDC: 119488

Lauren Merritt

Registered Dental Nurse -GDC: 258397

Alice Penfold

Registered Dental Nurse -GDC: 205137

Tracey-Ann Ritchie

Trainee Dental Nurse

Kimberley Reeves

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 street parking available.
- * We have an extended reception area, offering a children's area and a comfortable waiting place.
- * We have a downstairs surgery, 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 and implants.

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

Cancellations Policy: we require at least one working days notice, 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 it's grounds is a no smoking area.

Methods of Payment/Credit: all major credit/debit cards are accepted. Patient finance applications are available upon request. Clients are asked to pay for treatment upon the completion of each appointment.

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 1998. The practice is registered with the ICO and is implementing expected changes in EU regulation, expected in May 2018.

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. Our feedback cards are readily available in reception and can be deposited in the designated box when completed. Additionally we seek feedback via our website and a bi-annual patient survey (the results of which are made available to patients via the website and reception on screen slide show). Additionally feedback is 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.

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 (eg. Because of 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:

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

General Dental Council: 37 Wimpole Street, London W1M 8DQ Tel: 0207 8873800,
Complaints@gdc-uk.org

Dental Complaints Service 020 82530800, tel: 01788 539 780 www.dentalcomplaints.org.uk

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ Tel: 0300
790 0203 or visit www.ombudsman-wales.org.uk

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.

Signed _____ Rebecca Gardner _____

Date _____ Last updated 14.08.18 _____