

## PATIENT INFORMATION LEAFLET

Name of establishment or agency	Gwynfryn Dental Practice
Address and postcode	Gwynfryn Dental Practice Holyhead Road, Bangor, Gwynedd, LL57 2EE.
Telephone number	01248 372 888
Email address	info@bangordentists.co.uk
Name of Registered Manager	Mrs Anna Pritchard-Jones
Name of Registered Provider	Dr James Bennett

### Summary of the Statement of Purpose

*Information to include:*

- *The kinds of treatment, facilities and all other services provided;*
  - *Opening hours;*
  - *Arrangements for urgent or out of hours care;*
  - *Dealing with patients who are violent or abusive to staff;*
  - *Dealing with complaints.*
- 
- MONDAY – FRIDAY: 8.30AM – 5.00PM
  - EMERGENCY OUT OF HOURS SERVICE VIA TELEPHONE TO ON CALL DENTIST - 01248372888
  - IN ACCORDANCE WITH OUR PRACTICE POLICY
  - IN ACCORDANCE WITH OUR PRACTICE COMPLAINTS POLICY

- Fillings – Suitable for all ages – (Amalgam to be phased out by 2025)
- Orthodontics – From the age of 18+
- Root Canal Treatments – When required.
- Crowns and Bridges, Inlays, Veneers – 18+
- Tooth Whitening – 18+
- Gum contouring and teeth reshaping – 18+
- Implants – 18+
- Periodontal / Hygiene – When required.

**Arrangements for urgent or out of hours care;**

Voicemail message on the practices telephone giving details for out of hours service and who to contact. Notice on the front door, reception and in waiting areas.

**Dealing with patients who are violent or abusive to staff;**

The practice is committed to providing a safe working environment by minimising the risk of violent and aggressive behaviour at work. We hold a Zero Tolerance on Violence and Aggression Policy.

The practice carries out risk assessment. Based on the results of the risk assessment, the practice security arrangements are reviewed and team members are provided with information and regular training on how to deal with violence and aggression at work. In the event of violence or abuse, staff are to report all incidents to Anna Pritchard-Jones immediately for investigation. In the case of actual or threatened violence, she will contact the police. All incidents are logged on the events register.

**Dealing with complaints:**

A complaint can be made either verbally or in writing to our complaints Manager (Anna Pritchard-Jones – at the address stated above). Complaints will normally be acknowledged in writing within 2 working days, giving a full response or explaining how the complaint will be investigated. A full response is normally provided within 20 working days of receipt of the complaint.

If you are still unhappy about your complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or by visiting [www.ombudsman-wales.org.uk](http://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 062 8163.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) email: [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling: 0207 167 6000.

**STAFF DETAILS**

*Please provide the following details for all dentists and DCPs at the practice*

<b>Name</b>	<b>Position</b>	<b>Relevant qualifications / experience</b>
James Bennett	GDP	BDS University of Liverpool 2001, GDC - 80185
Dewi Williams	GDP	BDS Manc 2005, GDC - 85307
Ann Lu	GDP	BDS University of Birmingham 2019 GDC - 284854
Joseph Mcdonald	Dental Therapist	Dip Dent Hygiene and Therapy Sheffield 2012, GDC – 228161
Alison Davies	Dental Nurse	Dental Nursing National Certificate, 176152
Stephanie Allaway	Dental Nurse	Level 3 Diploma in Dental Nursing 2021, GDC 303194
Anna Pritchard-Jones	Practice Manager	Diploma in Business & Management 2008 BA Business & Marketing 2011 MA Business & Consumer Psychology 2014
Richard Brookshaw	Dental Implant Surgeon	BDS Dund 1996 - MMedSci (Oral Surgery) Dip Imp Dent RCS Ed. GDC 72150
Carys Chafer	Receptionist	BA English Literature 2018
Sadie Edwards	Dental Nurse	In Training - Level 3 Diploma in Dental Nursing with Agored

## PATIENTS VIEWS

*How do you seek patient's views on the services / treatments you provide?*

Gwynfryn Dental Practice takes the views of patients very seriously as it provides dental professionals and supporting colleagues with the opportunity to review and improve the service we provide.

We welcome any feedback (both positive or negative) and we use a range of methods to collect feedback, so that the patient can easily share their experience in a way that best suits them.

### **Face to Face + (After treatment discussion):**

Clinical staff will ask patients about their views throughout their course of treatment (planning, during, completion) and whether they have any follow up questions. At reception, staff are trained to use open ended questions to allow the patient to fully explain their needs. Reception staff will follow up with questions such as "How as your treatment today / Can I help you with anything else today?" to give the patient the opportunity to discuss their treatment outside of the surgery.

### **Automatic e-mail Feedback Follows Ups:**

Patients will receive an automatic follow up e-mail, where they have registered a contact e-mail address with the practice. The feedback can be viewed by our staff and all members of the public through our website [www.bangordentists.co.uk](http://www.bangordentists.co.uk).

The feedback form allows the patients to grade the practice 1-5 stars (Bad, Poor, Average, Good, Excellent). There is also an open a text box, where patients can leave a more detailed review if they wish. The name will remain anonymous unless they wish to use a first name or nickname. The questions asked on the form are as follows:

- Overall, how was your experience of this practice?
- How satisfied are you with the appointment waiting time?
- How satisfied are you that you are treated with dignity and respect by staff?
- How satisfied are you that the dental surgery involves you in decisions about your treatment?
- How satisfied are you with the information from the surgery on the cost of your treatment?
- How satisfied are you with the outcome of your treatment?
- Which best describes you?

These reviews are monitored regularly. Anna Pritchard-Jones is responsible for feeding reviews back to the team.

**Questionnaires / Surveys:**

Similar to the online feedback form, patients can also leave a review using a questionnaire card we have at hand on the reception desk. Patients can take this away with them to complete the review in privacy or they may complete it at the practice. It can be completed anonymously if they wish and can be sealed and posted to out to be uploaded electronically to the website (prepaid address label printed on the front). The questions are the same as the online form above and can be viewed publicly.

**Social Media Reviews:**

Patients or members of the general public are free to leave a review on 'Facebook' or 'Google Reviews' if they wish. These reviews are monitored and Anna Pritchard-Jones is notified each time we are left a new review. Anna Pritchard-Jones is responsible for feeding reviews back to the team.

**Phone, General E-mail and Message Form:**

Patients are free to discuss any part of their dental patient journey with us through contacting us on [info@bangordentists.co.uk](mailto:info@bangordentists.co.uk) or through our message form on our website. If they would rather give feedback over the telephone, they can reach us on 01248 372888. This phone number is publicly displayed on our website Google, Facebook and Instagram. Patients and members of the public can also message us through social media platforms if they wish. Complaints can be made to the Complaints Manager (Anna Pritchard-Jones) : by e-mailing [anna@bangordentists.co.uk](mailto:anna@bangordentists.co.uk)

## DEVELOPMENT AND TRAINING

*Arrangements for the appropriate development and training of employees.*

- Personal Development Plans to be reviewed and monitored throughout the year (with training records).
- Annual Performance Reviews
- Regular reviewing of 'GDC Standards for the Dental Team'
- Ensure that Continual Professional Development (CPD) is up to date for each registered healthcare professional.
- Peer reviews.
- Courses booked for all core subjects – staff discussions surrounding course findings/summary.
- Feedback given to all staff regarding results of patient surveys/audits
- Regular reviewing of the GDC website for up to date information, particularly in relation to COVID-19 <https://www.gdc-uk.org/information-standards-guidance/covid-19/covid-19-guidance-from-the-gdc>)



- Regular reviewing of the British Dental Association website re the most up to date guidance: <https://bda.org/dentalregulation>
- Monitoring the Welsh Government Website regarding the latest legislation and guidelines regarding dental services in Wales.
- Following Standard Operating Processes for Primary Dental Care Settings in Wales (COVID-19).

### OTHER ADDRESSES

*Provide the address and telephone number for each of the premises used for the purposes of carrying on a dental care practice by the registered provider.*

Gwynfryn Dental Practice:  
Holyhead Road,  
Bangor,  
Gwynedd,  
LL52 2EE.

01248 372888  
anna@bangordentists.co.uk

Registered Manager: Anna Pritchard-Jones

### ARRANGEMENTS FOR ACCESS TO THE PRACTICE

- MONDAY – FRIDAY: 8.30AM – 5.00PM
- BANK HOLIDAYS - CLOSED
- Signposted Practice
- Onsite Parking available
- Wheelchair Access (ramp available with downstairs W/C and surgery)
- Directions/map available on patient information leaflet/Google Maps

## PATIENT RIGHTS AND RESPONSIBILITIES

*Provide information on the rights and responsibilities of patients including keeping appointments.*

- IN ACCORDANCE WITH PRACTICE POLICY

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations can be made by telephone (01248 372 888) or e-mail.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is based on the length of the appointment and can be waived at the discretion of the Practice Manager, Anna Pritchard-Jones depending on the circumstances of the missed appointment.

It is our aim to telephone or write to patients after a missed appointment to understand the reason for non-attendance and to inform them about any fee or decision about their dental care.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager (Anna Pritchard-Jones).

-----

Patients have the right to view their original clinical records and have a copy free of charge. The request must be made in writing to the Practice. A copy will be provided within 40 working days.

The rights of our patients are protected by a range of legislation including:

- Human Rights Act 1998
- Equality Act 2010
- Data Protection Act 1988
- Public Interest Disclosure Act 1998
- The Human Rights Act and the Equality Act
- Disability Rights under the Equality Act
- Disability Access Policy

Copies of our policies relating to patient rights are available anytime by contacting the practice by any means.

## ACCESS TO PATIENT INFORMATION

*Provide details of persons who have access to patient information and the patients' right in relation to disclosure of such information.*

- IN ACCORDANCE WITH PRACTICE POLICY

All named below have read the annually reviewed Practice Confidentiality Policy:

- Anna Pritchard-Jones (Practice Manager) – To manage patient files, make appointments, send reminders and manage treatment plans.
- Carys Chafer (Dental Receptionist) - To manage patient files, make appointments, send reminders and manage treatment plans.
- Alison Davies (Nurse GDC 176152) - To carry out appropriate treatment.
- Dewi Williams (Dentist BDS Manc 2005, GDC 85307) - To carry out appropriate dental treatment.
- Ann Lu GDP BDS University of Birmingham 2019 GDC - 284854 To carry out appropriate dental treatment.
- Joseph McDonald (Therapist Dip Dent Hygiene and Therapy Sheffield 2012, GDC – 228161) To carry out appropriate treatment.
- Richard Brookshaw Implant Surgeon (BDS Dund 1996 – MmedSci, Oral Surgery Dip Imp Dent RCS Ed. GDC 72150) - To carry out appropriate treatment.

All staff members must be aware of their responsibilities for safeguarding patient confidentiality and keeping information secure and must have received appropriate training on the legislation requirements and the current GDC Standards to ensure that:

- No personal information given or received in confidence is passed on to anyone else without the patient's prior consent. To obtain consent a patient is advised what information will be released and why and the likely consequences of the information release. The patient is given an opportunity to withhold their permission to share.
- information, unless exceptional circumstances apply, and record is made on their notes of whether or not they gave their permission.
- If a patient consents to sharing information about them the team member will ensure that all recipients of the information understand that it is confidential.
- If a patient's information or images are used for research or marketing the team member will advise the patient how these will be used, check that the patient understands what s/he is agreeing to, obtain and

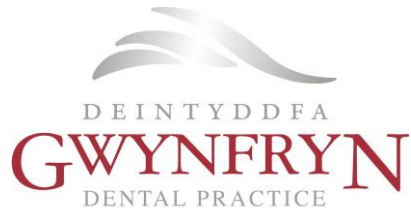


record the patient's consent to their use and only release the minimum information for the purpose. The patient will be advised that s/he can withdraw permission at any time.

- If it is not necessary for a patient to be identified, they will remain anonymous in any information released.
- The duty to keep information confidential also covers originals and copies of a patient's photographs, videos or audio recordings, including those made on a mobile phone. No images or recordings will be made without the patient's permission
- Patient information is kept confidential even after death.
- Patients have the right to obtain a free copy of their patient records.

Full policies can be requested at any time by contacting the practice manager Anna Pritchard-Jones.

<b>Date Patient Information Leaflet written</b>	10/01/2023
<b>Author</b>	DR. JAMES BENNETT



**PATIENT INFORMATION LEAFLET REVIEWS**

Date Patient Information Leaflet reviewed	24/04/2024
Reviewed by	Anna Pritchard-Jones
Date HIW notified of changes	24/04/2024

Date Patient Information Leaflet reviewed	24/05/24
Reviewed by	Anna Pritchard-Jones
Date HIW notified of changes	24/04/2024

Date Patient Information Leaflet reviewed	
Reviewed by	
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	
Reviewed by	
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	
Reviewed by	
Date HIW notified of changes	