

## **PATIENT INFORMATION LEAFLET**

Name of establishment or agency	Abertillery Dental
Address and postcode	3 Somerset St, Abertillery NP13 1DJ
Telephone number	01495 212445
Email address	reception@abertillerydental.co.uk
Fax number	
Name of Registered Manager	Dr Paul Jones
Name of Registered Provider	Dr Paul Jones

### **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.*

The surgery undertakes general dental services which includes:

- The diagnosis and treatment of dental disease including caries and periodontal disease;
- Treatment of oral trauma
- Providing dental restorations
- Dental extractions
- Radiographs (taking and diagnosing)
- Soft tissue screening
- Emergency/on-call visits

The practice opening hours:

Monday - 9:00am-5:00pm

Tuesday - 9:00am-5:00pm

Wednesday - 9:00am-5:00pm

Thursday - 9:00am-5:00pm

Friday - 9:00am-5:00pm

Saturday - Closed

Sunday - Closed

The practice does not tolerate any violence or abuse directed towards our staff. Any violence or abuse will be dealt with strictly.

Our practice takes all complaints seriously. Details of our complaint's procedure can be found in our Statement of Purpose or requested from our reception team.

For NHS patients requiring emergency help or advice outside of the practice opening hours, please ring 111.

**STAFF DETAILS**

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

Name	Position	Relevant qualifications / experience
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*How do you seek patient's views on the services / treatments you provide?*

We run in-house surveys

We find out what patients:

- like about the practice
- what they feel could be improved and
- what it is really like to receive dental care at the practice

It helps us to understand better what our patients expect from us and can generate ideas on how services can be redesigned to meet patients' needs more closely; for example, are patients interested in treatments we do not currently provide.

Our questionnaires are designed to be as short and as simple as possible and we avoid jargon.

Sometimes, we use tick boxes, which makes it easier for patients to respond and simplifies our analysis system.

After these consultations, we let the patients know what we have found out and what we intend to do as a result.

We put this feedback - and our associated actions - in practice newsletters, on the website and it is also posted on notices at the practice.

We feel that this demonstrates our commitment to keeping them informed and involved in the practice.

## **DEVELOPMENT AND TRAINING**

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

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 eg at practice meetings, one-day or part-day seminars, or formal training courses involving assessments and/or examinations.

Individuals may also identify training they would like/need and can request the practice for support, with each request being considered on its merits.

## **OTHER ADDRESSES**

*Provide the address and telephone number for each of the premises used for the*

*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.*

We operate out of:-

12 Castle Street,  
Brecon  
Powys  
LD3 9BU  
Tel : 01874 623357

Cyfarthfa Dental Care  
Rookwood House  
Gwaelodygarth Lane  
Merthyr Tydfil  
CF47 8EX

Tel: 01685 379501

Taf Dental Care  
18 Morgan Street  
Pontypridd  
CF37 2DS  
Tel : 01443 400600

Ferndale Dental Care  
27 High Street,  
Ferndale  
CF43 4RH  
Tel: 01443 732030

Brynmawr Dental  
89 Bailey Street  
Brynmawr  
NP23 4AN  
01495 310646

Severn Dental  
Unit 1B Beaufort Park Way,  
Chepstow,  
NP16 5UH  
01291 624534

Gwaelod-Y-Garth Dental  
Ground Floor, Ynys Bridge Court,  
River House,  
Gwaelod-Y-Garth,  
CF15 9SS  
02920 027730

Radyr Dental  
3 Station Road

02920 843658,  
Radyr,  
Cardiff,  
CF15 8AA  
02920 843658

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

We can communicate and contact patients via telephone, email, letter as well as in person at the surgery. Access to the practice is within normal trading hours of Monday 9:00am-5:00pm, Tuesday 9.00am-7.00pm, Wednesday 9.00am-6.00pm, Thursday 9:00am-5:00pm and Friday 9:00am-5:00pm. Outside of these hours emergency advice and care can be sort by contacting one of the following options

For NHS patients requiring emergency help or advice outside of the practice opening hours, please ring 111.

### **PATIENT RIGHTS AND RESPONSIBILITIES**

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

**We will:**

- Provide patients with the standard of care that we would expect to receive ourselves
- Communicate with patients in a courteous, friendly, professional manner and make sure you receive full information about our services
- Provide you with a treatment plan and estimate of costs for each new course of treatment and no treatment will be undertaken without the patient's full and specific consent
- Listen to your views and learn from them
- Ensure that we keep our professional skills and knowledge up to date.
- Respect our patients' confidentiality at all times
- Make you aware of our policy for collecting fees and requests for payment will always be made courteously
- Make you aware of the practice policy for dealing with complaints and all complaints will be treated sympathetically and according to the agreed procedures.
- Provide any emergency treatment required during practice hours as soon as is reasonably practicable

In return, we would like you to:

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment - please give the practice at least 24 hours' notice if you are unable to keep your appointment
- Treat our staff courteously, as they will do their best to help meet your needs

**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.*

All requests for access to personal information or information about the practice should be passed to Dr. Paul John Jones.

Personal information is any information, note or record from which an individual can be identified, and the Data Protection Act allows individuals to request access to personal information about themselves.

The request must be made in writing (including by email) and 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 etc so we can be certain that the person asking for information has the right to request 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 can make a charge for certain issues and may apply a £10 fee for records held on computer, or a £50 one for records held manually, including non-digital radiographs

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.

Where information about the practice is requested (under the Freedom of Information Act for NHS services), we have a practice guide to information available and a model publication scheme

<b>Date Patient Information Leaflet written</b>	14/07/2025
<b>Author</b>	Abigail Beattie

## **PATIENT INFORMATION LEAFLET REVIEWS**

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Reviewed by	
Date HIW notified of changes	

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