

RUTHIN DENTAL PRACTICE

Your personal information:

How we look after and safeguard information about you

Ruthin Dental Practice, Market Street, Ruthin, Denbighshire, LL15 1AU

Tel: 01824 703 201

Email: info@ruthindental.com

Registered Manager: Dr Thomas Gregg
Registered Provider: Dr Thomas Gregg
Dr Robert Winstanley
Business Manager: Rebecca MacCarter
Clinical Manager: Joanna Kettle

Summary of the Statement of Purpose

Treatment and Facilities

We aim to provide our patients with access to a comprehensive range of high-quality dental treatments within the modern clinical dental environment. Our dentists provide all treatments in association with modern dental care including:

Restorative treatment (fillings, root canal treatment, crowns, veneers and bridges)

Surgical treatment (tooth extraction, wisdom tooth removal)

Orthodontics (braces)

Prosthetics (dentures)

Periodontal treatment (treatment of gum disease)

Sedation

Dental Implants

Opening Hours

We are open Monday to Friday 8.30am to 5.30 pm excluding public holidays.

Urgent and out of hours care

For patients that require urgent care we operate a protected time policy within the working day of every dentist.

Appointments may be booked by calling in, telephone or email. We aim to see you on the day you contact us, please get in touch as early as possible to help us achieve this aim and accommodate you.

Patients who require out of hours service there is an emergency phone number which is on answering machine, our website www.ruthindental.com, and displayed in the front window of the practice. The NHS out of hours telephone number is 0845 46 47

Our team also includes

Dental Therapists - they provide restorations, take dental impressions, fluoride varnish application, dental radiography, and dental hygiene services.

Dental Hygienists - they provide dental hygiene services, impressions and fluoride applications.

Extended Duties Dental Nurses - they provide oral health education, dental impressions, fluoride varnish application, clinical photography, dental radiography.

We provide our patients with the very best levels of clinical care combined with the highest levels of understanding, empathy and comfort. This care will be provided by a highly trained, experienced and knowledgeable team.

Staff details		
Thomas Gregg	Dentist GDC 93449	BDS (Bristol) 2004
Robert Winstanley	Dentist GDC 67808	BDS (Edin) 1992
Nicola Pharaoh	Dentist GDC 73173	BDS (Newcastle) 1997
Sarah Gregg	Dentist GDC 83449	BDS (Bristol) 2006
Lauren Williams	Dentist GDC 284353	BDS (Cardiff) 2019
Stephen Kelso	Dentist GDC 73558	BDS (Belfast) 1997 MFDS RCPS Glasgow 2000
Glesni Llwyd	Dentist GDC 212511	BDS (Cardiff) 2015
Ruth Goiricelaya Gonzalez	Dentist GDC 220658	Lic Odont Basque Provinces 2008
Heather McEvoy	Dental Therapist GDC 207456	Diploma in Dental Hygiene and Therapy RCS England 2011
Rebekah Halsted-Rogers	Dental Therapist GDC 6461	BSc Oral Health Science (Manc) 2004
Kate Jones	Dental Hygienist GDC 102896	Dip Dental Hygiene 2006
Carolyn Davies	Dental Hygienist GDC 5651	CEB Dip Dent Hygiene 2000

Catherine Almond	Dental Therapist GDC 245829	BSc Dental Hygiene and Therapy 2013
Joanna Kettle	Dental Nurse GDC 119149 Clinical Manager Treatment Coordinator	Transferred from BADN Voluntary Register National Diploma in Treatment Coordination 2016
Rebecca MacCarter	Dental Nurse GDC 199393 Business Manager Treatment Coordinator	National Certificate NEBDN 2010
Nia Lloyd-Sanderson	Lead Dental Nurse GDC 119677	Transferred from BADN Voluntary Register
Eira Jones	Dental Nurse GDC 119124	Transferred from BADN Voluntary Register
Kim Parry	Dental Nurse GDC 118001	Transferred from BADN Voluntary Register
Michelle Curtis	Dental Nurse GDC 116999	Verified Experience in Dental Nursing
Margaret Nield	Dental Nurse GDC 256555	National Diploma in Dental Nursing NEBDN 2015
Hayley Turley	Dental Nurse GDC 272342	National Diploma in Dental Nursing NEBDN 2017
Sian Easton	Dental Nurse GDC 275074 Decontamination Lead	National Diploma in Dental Nursing NEBDN 2017
Charlotte Jones	Dental Nurse GDC 280402 Oral Health Educator	National Diploma in Dental Nursing NEBDN 2018 National Certificate in Oral Health Education 2019
Charlotte Davies	Dental Nurse GDC 291785	Level 3 Diploma in Dental Nursing
Kim MacCarter	Trainee Dental Nurse	
Alison Woolford	Front Desk	
Christine Davies	Front Desk	
Jill Millington	Front Desk	

Development and Training

Personal Development and Training Policy

The practice is committed to providing planned training and development for team members to enable them to realise their full potential, to meet regulatory requirements and make the best possible contribution towards delivering a high standard of treatment and service to patients.

Trainee Dental Nurses

To make the GDC guidelines, all trainee dental nurses are enrolled on or waiting to start a recognised program leading to the GDC registration program within two years of commencing employment and are expected to achieve their award and registered with the GDC within the normal duration of the course or up to one year thereafter. Each trainee is supervised by a GDC registrant appointed by the practice that will take responsibility for providing direct supervision and be accountable for the trainee. The practice will facilitate and support the trainee to complete the programme. Each trainee will keep a training log of the training they received including induction which is regularly signed off by the designated supervisor.

All team members who are registered with the GDC keep personal development plans which are used to plan their training and to meet their CPD targets as set in the GDC guidance. Additionally, all GDC registrants keep copies of their CPD they undertake, which are produced upon request to the manager annually.

Each employee has a training record which is reviewed at the annual appraisal meeting during which further training needs are identified employees are encouraged to further their training both internally and externally where appropriate.

Patient Complaints

It is our aim to always satisfy patients, to meet your expectations of care, service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously investigating them in a full and fairway and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure. If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible for us to address your concerns promptly. We accept complaints made verbally as well as written complaints. Rebecca MacCarter is the complaints manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing the complaints manager will acknowledge it in writing within 2 working days, when you will also be provided with a copy of our complaint procedure. We will always aim to provide a full response in writing within 30 working days.

We will take brief details about the complaint and can arrange for a meeting suitable for you with the business manager. We will keep comprehensive and confidential records of your complaint which will be stored securely and only be accessible to those who need to know about your complaint. If the complaint takes longer than anticipated the manager will contact you at least every 10 working days to keep you informed of the reason for any delays, the

progress of the investigation and the proposed date it will be completed. When the investigation is being completed, you'll be informed of its outcome in writing. We will make our response clear addressing each of your concerns as best we can. We regularly analyse patient complaints and concerns to learn from them and improve our services. We welcome your feedback, comments, suggestions and complaints.

If you do not feel you can raise a complaint about your NHS service directly with us, please contact the Local Health Board Concerns Team

The Concerns Team

Ysbyty Gwynedd, Penrhogarnedd, Bangor, Gwynedd LL57 2PW

Tel: 01248 384 194

Email: concernsteam.bcu@wales.nhs.uk

If you are still unhappy about your NHS complaint you can contact the Ombudsman for Wales

Tel: 03007900203 or visiting www.ombudsmanwales.org.uk

or contact Health Inspectorate Wales

Healthcare Inspectorate Wales, Welsh Government, Rhydyar Business Park, Merthyr Tydil CF48 1UZ

Tel: 0300 062 8163

Email: hiw@wales.gsi.gov.uk

If you are dissatisfied with your response to a complaint you can take the matter further

for private dental treatment you can contact the GDC private dental complaints service on Tel: 02082530800 or

visiting www.dentalcomplaints.org.uk

Feedback and complaints

This practice welcomes and values any feedback. The practice views feedback and complaints as potential opportunities to learn lessons and improve the service. Any patient, patient's advocates or member of the staff has the right to complain if they are or they have been:

- Treated unfairly or without dignity or respect.
- Discriminated against.
- Unhappy with any care or treatment they received.
- Refused treatment.

The complaint will be investigated promptly and efficiently in a full and fair way and a full constructive and prompt reply will be given.

Arrangements for access to the practice

The practice is committed to complying with the relevant regulation's legislation and the GDC standards to provide caring and inclusive environment for all patients. For the purpose of this policy the term disability may include physical and sensory impairment learning disabilities chronic or terminal illnesses and the use of mental health services.

People are protected from unlawful discrimination through the application of our policies and procedures.

The practice has made reasonable adjustments to the facilities, policies, procedure, communication signage and team member training to provide access to our services. Practice information is available in alternative formats including large print. If adjustments are not sufficient to treat a patient safely, they are referred to a practice that can provide the service. The policy applies to all team members including employees both full and part-time, self-employed personnel, trainees, subcontractors, casual and agency staff.

Team members receive training and procedures relevant and important to the people with a disability and strive to use language that is easy to understand and meet the needs of all patients. When communicating with patients who have a disability team members should:

- Ask everyone about their requirements in advance for example "Please let me know if you require any particular assistance" and must be able to respond accordingly.
- Do not patronize, make assumptions or think they know best.
- Are ready to offer assistance but never impose it.
- Are prepared as necessary to sit or bend down to talk to patients at his or her eye level.
- Offer a seat or help with doors, let the person take their arm for guidance or support.
- Offer the use of equipment and use appropriate ways of communicating.
- Be courteous, patient and always talk to a disabled person directly never through his or her companion.
- Never Shout or call attention to anyone, never compromise the person's right to privacy or confidentiality and check to make sure that they have been understood.

Patient rights and responsibilities

At Ruthin Dental Practice we treat all our patients equally with the same respect and dignity. There are absolutely no grounds for any discrimination. We provide complete confidentiality of all times. All records will only be available to members of the dental team with full registration under the Information Commissioner's Office. All computer records are username and password protected. All employees have patient confidentiality in their induction programme.

Practice Commitment.

The practice aims to create a supportive, caring and inclusive environment for patients to receive treatment and for staff to reach their full potential. We are committed to working towards equality and creating a culture where the diversity and dignity of patients and staff are respected and valued by all.

This practice will ensure that all patients and staff, both actual and potential, are treated fairly and respectfully and not discriminated against regardless of age, colour, disability, ethnic or national origin, gender, marital or civil partnership status, pregnancy and maternity, race, religion or belief or sexual orientation. These are known as the protected characteristics under the Equality Act 2010

For patients.

This practice and its staff aim to:

- Treat patients with dignity, respect and fairly without discrimination, always.
- Give all patients the information they need, in a way they can understand, so that they can make informed decisions about their care.
- Be clear on the procedures for providing additional support for patients with disabilities.
- Provide services that are accessible to patients with disabilities and make reasonable adjustments in order to provide care which meets their needs.
- Provide information to patients with disabilities and a range of formats.
- Support patients by providing information in other languages and translators where appropriate.
- Join up with other services involved with the care of patients who have medical and social needs.
- Keep patient information confidential.
- Tackle health inequalities through positive promotion and care.
- Involve individual patients and patient groups and decisions about the design and delivery of service.

Patients who are violent or abusive

We recognise that a visit to the dentist may be stressful and we try and keep stress to a minimum by observing the following principles:

- Making eye contact in acknowledgement as soon as a patient approaches the desk.
- Always answer the phone politely.
- Aim to answer the phone within 3 rings.
- Never to say No to a patient where there is a more polite alternative.
- If a patient is kept waiting in reception, keep them informed of the reason for the delay and the expected time they will have to wait.
- Always take complaints seriously and listen sympathetically.

We operate a zero-tolerance policy to violent and aggressive behaviour

The practice defines violence and aggression as "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work" including threats, verbal abuse (shouting, swearing, rude gestures), psychological abuse or physical attack.

A copy of our policy M 233-VAW is available up on request.

Serious incidents of violence or abuse may result in a patient being reported to the police and asked to be seen by another provider.

Refusing access to patients' policy.

The practice is committed to fulfilling a duty of care to protect staff and patients. This policy defines the practice guidance for refusing access to patients to minimise potential risk to other patients and staff.

This policy applies to all members of the team who are expected to familiarise themselves with the circumstances justify the removal of patients from the list and the appropriate procedures to follow.

In cases of:

- Unacceptable behaviour, including threatening behaviour, physical abuse, verbal abuse, race, gender or any other form of discrimination or other unreasonable behaviour.
- Fraudulent or criminal behaviour, including deliberately obtaining drugs for non-medical reasons, attempting to use the dentist to conceal or aid criminal activity, stealing from the practice premises.

Irreconcilable differences

When the relationship between the dentist and the patient breaks down to the point where the dentist no longer feels capable of providing a quality level of patient care and feels that the patients' needs would be better served elsewhere the following procedure is followed.

The problem is reported to the manager who will consult the principles professional indemnity organisation to confirm the actions to be taken.

The manager will then arrange for a meeting with the patient to discuss the matter and find out how the patient views a situation.

The manager will arrange a management meeting to discuss the problem with the aim of solving it. If it is not resolved and no other dentist at the practice is prepared to provide services to the patient the manager will write to the patient to inform them of their removal of access and fully explain the reasons

For NHS patients the local Health Board contact details will be provided for obtaining an alternative dentist. The removal may be extended to a patient's family member in which case a letter of explanation is sent to the family member.

Persistent missed appointments

When a patient fails to attend an appointment or cancels without giving 48 hours notice the patient will be sent a letter or email informing them about the date of the missed appointment and the consequences of missing multiple appointments including information in the point:

- if a patient fails to attend an appointment or cancels without 48 hours' notice twice the patient may be informed that they may no longer have access to treatment at the practice.

The details of the missed appointment and the local Health Board contact details will be provided copies of all correspondence regarding the refusal of access are filed and retained with the patient records.

Access to NHS dental care

We offer NHS dental care to some of our patients and maintain a list of patients whom we consider to be our NHS patients. Patients have not been legally registered with the dental practice since 2006 the practice will consider you as registered NHS patient if you have kept your recall appointment as recommended by your dentist and have been seen within the last 18 months. We will write to you if you're about to be removed as an NHS patient but you should not rely on this service and keep your routine appointments we may also withdraw access to NHS dental care based on the policies set out above.

Access to patient information

Protecting your information

The data controller is Dr Thomas Gregg. We aim to provide you with the highest quality of dental care. To do this we need to keep records about you, your health and care we provided or plan to provide to you. We know that you value your privacy and the security of personal information held about you. Our privacy notice is available on our website and on request in print from reception.

Information recorded about you may include:

- Basic details such as address, date of birth, next of kin.
- Details and clinical records about your dental treatment, health history and medical treatment.
- Records of medicines you've been prescribed by your dentist or another qualified prescriber.
- Information relevant to your continued care from other people who care for you and know you as well such as other healthcare professionals or relatives.

Sharing information

The information held about you will not be shared for any reason unless

- You ask us to do so
- We ask and you give a specific permission
- Occasions when we are required by law
- Occasions when we are permitted by law

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

Your right to view your clinical records

You have the right to view the original of your clinical records free of charge. To request a copy, please write to the Manager. The practice will respond within 1 month. For more complex requests, the practice may take up to 3 months, but will inform you within 1 month if and why more time is required.

Freedom of Information (FOI) Act 2000

Freedom of Information Act gives the general right of access to all types of recorded information held by the practice. The intention of the act is to encourage a spirit of openness and transparency within the NHS and the whole public sector. Our organisation aims to fully support this.

Any individual or organisation can make a request for information. The application does not have to explain why information is requested.

Our publication scheme

This practice has developed a publication scheme. It is a guide to information routinely published and gives an indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme if you would like a copy of the application scheme please contact the manager.

Responding to Freedom of Information Requests

All requests for information will be responded to within 20 working days. A fee can be charged when dealing with a request. This will be calculated in accordance with the act. If a fee is required for information requested, the 20 day timescale can be extended up to three months.

Should the request for information exceed the charges set by the Secretary of State, this practice does not have to Action a request.

Lawful bases

The lawful bases for processing your personal data are outlined in our Privacy Notice, which is published on our website at www.ruthindental.com. Please ask reception if you would like a copy.

Exemptions

There is a range of exemptions covering personal data security formulation of government policy, commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.

Policies and procedures

The practice has several important policies that deal with how we provide care and service to our patients. Please ask the manager if you would like to see copies of the following policies:

- Confidentiality policy
- Data protection policy
- Information governance policy
- Health and safety policy
- Complaints policy
- Privacy notice
- Privacy impact assessment

The information commissioner

The practice is registered with the information commissioner. This is an independent public body and reports directly to Parliament.

Further information is available at www.ico.gov.uk

The Patient Information Leaflet

Written	2nd December 2017	by Thomas W D Gregg
Reviewed	13th February 2019	by Thomas Gregg
Reviewed	2nd January 2020	by Joanna Kettle
Reviewed	14 th December 2020	by Joanna Kettle and Thomas W D Gregg
Review planned	Dec 2021	