



RUTHIN DENTAL

DEINTYDDFA RHUTHUN

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)

Dental Implants

Opening Hours

We are open Monday to Friday 8.45am to 5.00 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.

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



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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
Emma Sampson	Dentist GDC 283913	BChD (Leeds) 2019
Ruth Williams	Dentist GDC 113246	BDS, MFDS RCS (ED), MSC ENDODONTICS
Arash Jahan Shokrollahi	Dentist GDC 243721	BDS UCLan (Lpool) 2013
Heather McEvoy	Dental Therapist GDC 207456	Diploma in Dental Hygiene and Therapy RCS England 2011
Catriona Nibbs	Dental therapist GDC 303165	BSc Dental Hygiene and Dental Therapy University of Bristol 2022
Kate Jones	Dental Hygienist GDC 102896	Dip Dental Hygiene 2006
Donna Haggas	Dental Therapist GDC 174203	Diploma in Dental Hygiene 2009 Diploma in Dental Therapy 2009
Sue O'Neill	Dental Hygienist GDC 2774	Dip Dental Hygiene 1984 Royal School of Dental Hygiene
Gergana Terziyska	Dental Hygienist GDC 274656	Diploma of Higher Education in Dental Hygiene Gangor University 2024
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
Michelle Curtis	Dental Nurse GDC 116999	Verified Experience in Dental Nursing
Kim MacCarter	Dental nurse GDC 294279 First aider	Level 3 Diploma in Dental Nursing
Faye Evans	Dental nurse GDC 312537 First aider	Level 3 Diploma in Dental Nursing
Leah Jones	Dental Nurse GDC 23574	
Matthew PendreyEdwards	Dental Nurse GDC 325621	
Annie Wilding	Trainee dental nurse	
Hannah Moghadasnia	Trainee dental nurse	



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Christine Davies	Front Desk	
Clair Roberts	Front Desk	
Daniella Harden	Front Desk	
Kirsty Roberts	Trainee dental nurse	
Lauren H Williams	Trainee dental nurse	

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.



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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 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.



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- 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.



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- 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 practices 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

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:



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- 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.

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 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.



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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/Thomas W D Gregg
Reviewed	27 th May 2021	by Joanna Kettle
Reviewed	17 th December 2021	by Joanna Kettle
Reviewed	20 th June 2022	by Joanna Kettle
Reviewed	30/6/2023	By Joanna Kettle
Reviewed	18/10/2023	by Joanna Kettle
Reviewed	22/12/2023	by Joanna Kettle
Reviewed	11/4/2024	by Joanna Kettle



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Reviewed	14/11/2024	By Joanna Kettle
Reviewed	03/01/2025	By Joanna Kettle
Reviewed	01/07/2025	By Joanna Kettle

Eich Gwybodaeth Bersonol:

Sut rydym yn gofalu am eich gwybodaeth ac yn ei diogelu

Ruthin Dental Practice, Stryd y Farchnad, Rhuthun, Sir Ddinbych, LL15 1AU

Ffôn: 01824 703 201

E-bost: info@ruthindental.com

Rheolwr Cofrestredig:	Dr Thomas Gregg
Darparwr Cofrestredig:	Dr Thomas Gregg Dr Robert Winstanley
Rheolwr Busnes:	Rebecca MacCarter
Rheolwr Clinigol:	Joanna Kettle

Crynodeb o'r Datganiad o Ddiben

Triniaethau a Chyfleusterau

Ein nod yw rhoi mynediad i'n cleifion at amrywiaeth eang o driniaethau deintyddol o ansawdd uchel mewn amgylchedd clinigol modern. Mae ein deintyddion yn darparu pob math o driniaeth mewn cysylltiad ag arferion cyfoes mewn gofal deintyddol, gan gynnwys:

- Triniaeth adferol (llenwadau, triniaethau gwreiddyn, coronau, fenyrau a phontydd)
- Triniaeth lawfeddygol (tynnu dannedd, tynnu dannedd doethineb)
- Orthodonteg (braceiau)
- Prosthetigau (dannedd gosod)
- Triniaeth barotonaidd (trin clefyd y deintgig)
- Ymblaniadau Deintyddol

Oriau Agor

Rydym ar agor o ddydd Llun i ddydd Gwener, 8.45am tan 5.00pm, ac eithrio gwyliau banc.

Gofal Brys ac Y Tu Allan i Oriau

I gleifion sy'n gofyn am ofal brys, rydym yn gweithredu polisi amser a ddiogelir yn ystod oriau gwaith pob deintydd. Gellir archebu apwyntiadau trwy alw i mewn, dros y ffôn neu drwy e-bost. Ein nod yw eich gweld ar yr un diwrnod ag y byddwch yn cysylltu â ni—felly cysylltwch cyn gynted â phosibl i'n helpu i gyflawni'r nod hwn ac i'ch cynnwys yn y dyddlen.

I gleifion sydd angen gwasanaeth y tu allan i oriau, mae rhif ffôn brys ar gael ar beiriant ateb, ar ein gwefan www.ruthindental.com, ac wedi'i arddangos yng nghyntedd y practis.

Mae ein tîm hefyd yn cynnwys:

Therapyddion Deintyddol – yn darparu triniaethau adferol, cymryd argraffiadau deintyddol, rhoi glazwr fflworid, radiograffeg ddeintyddol, a gwasanaethau iechyd y geg.

Hylendidwyr Deintyddol – yn darparu gwasanaethau hylendid y geg, cymryd argraffiadau, a rhoi fflworid.

Nyrsys Deintyddol â Dyletswyddau Estynedig – yn darparu addysg iechyd y geg, cymryd argraffiadau, rhoi glazwr fflworid, ffotograffiaeth glinigol, a radiograffeg ddeintyddol.



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Rydym yn ymrwymo i roi'r safonau uchaf o ofal clinigol i'n cleifion, ynghyd â'r lefelau uchaf o ddealltwriaeth, empathi a chysur. Bydd y gofal hwn yn cael ei ddarparu gan dîm hynod gymwys, profiadol a gwybodus.

Dentists

Dr Thomas Gregg

GDC: 93449 — BDS (Bristol) 2004

Dr Robert Winstanley

GDC: 67808 — BDS (Edinburgh) 1992

Dr Nicola Pharaoh

GDC: 73173 — BDS (Newcastle) 1997

Dr Sarah Gregg

GDC: 83449 — BDS (Bristol) 2006

Dr Lauren Williams

GDC: 284353 — BDS (Cardiff) 2019

Dr Stephen Kelso

GDC: 73558 — BDS (Belfast) 1997

MFDS RCPS (Glasgow) 2000

Dr Emma Sampson

GDC: 283913 — BChD (Leeds) 2019

Dr Ruth Williams

GDC: 113246 — BDS, MFDS RCS (Edinburgh), MSc Endodontics

Dr Arash Jahan Shokrollahi

GDC: 243721 — BDS (UCLan via Liverpool) 2013

Dental Therapists & Hygienists

Heather McEvoy – Dental Therapist

GDC: 207456 — Diploma in Dental Hygiene & Therapy, RCS England 2011

Catriona Nibbs – Dental Therapist

GDC: 303165 — BSc Dental Hygiene & Therapy, University of Bristol 2022

Kate Jones – Dental Hygienist

GDC: 102896 — Dip Dental Hygiene 2006

Donna Haggas – Dental Therapist

GDC: 174203 — Diploma in Dental Hygiene 2009

Diploma in Dental Therapy 2009

Sue O'Neill – Dental Hygienist

GDC: 2774 — Dip Dental Hygiene 1984, Royal School of Dental Hygiene

Gergana Terziyska – Dental Hygienist

GDC: 274656 — Diploma of Higher Education in Dental Hygiene, Bangor University 2024

Dental Nurses & Coordinators



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Joanna Kettle – *Dental Nurse / Clinical Manager / Treatment Coordinator*

GDC: 119149 — Transferred from BADN Voluntary Register

National Diploma in Treatment Coordination 2016

Rebecca MacCarter – *Dental Nurse / Business Manager / Treatment Coordinator*

GDC: 199393 — 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

Michelle Curtis – *Dental Nurse*

GDC: 116999 — Verified Experience in Dental Nursing

Kim MacCarter – *Dental Nurse / First Aider*

GDC: 294279 — Level 3 Diploma in Dental Nursing

Faye Evans – *Dental Nurse / First Aider*

GDC: 312537 — Level 3 Diploma in Dental Nursing

Leah Jones – *Dental Nurse*

GDC: 23574

Matthew Pendrey-Edwards – *Dental Nurse*

GDC: 325621

Trainee Dental Nurses

Annie Wilding

Hannah Moghadasnia

Kirsty Roberts

Lauren H Williams

Front Desk Team

Christine Davies

Clair Roberts

Daniella Harden

Datblygiad a Hyfforddiant

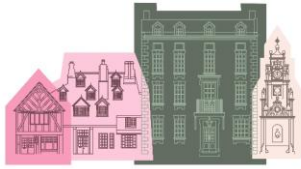
Polisi Datblygiad Personol a Hyfforddiant

Mae'r practis wedi ymrwymo i ddarparu hyfforddiant a datblygiad wedi'i gynllunio ar gyfer aelodau'r tîm, er mwyn eu galluogi i wireddu eu potensial llawn, bodloni gofynion rheoleiddiol, ac i gyfrannu orau at ddarparu triniaeth a gwasanaeth o safon uchel i gleifion.

Nyrsys Deintyddol dan Hyfforddiant

Er mwyn bodloni canllawiau'r GDC, mae pob nyrs ddeintyddol dan hyfforddiant naill ai wedi cofrestru ar, neu'n disgwyl dechrau, rhaglen gydnabyddedig sy'n arwain at gofrestru gyda'r GDC o fewn dwy flynedd i ddechrau eu cyflogaeth. Disgwylir i'r unigolyn ennill ei gymhwyster a chofrestru gyda'r GDC o fewn hyd arferol y cwrs neu o fewn blwyddyn ar ôl hynny.

Bydd pob unigolyn dan hyfforddiant yn cael goruchwyliaeth gan aelod o'r tîm sydd wedi'i gofrestru gyda'r GDC ac wedi'i benodi gan y practis. Bydd y person hwn yn gyfrifol am oruchwyliaeth uniongyrchol ac yn atebol am y gwaith hyfforddi. Bydd y practis yn hwyluso ac yn cefnogi'r unigolyn dan hyfforddiant i gwblhau'r rhaglen.



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Bydd gan bob unigolyn dan hyfforddiant gofnod hyfforddi sy'n cofnodi'r holl hyfforddiant a dderbyniwyd, gan gynnwys hyfforddiant sefydlu, ac fe'i llofir yn rheolaidd gan y goruchwyliwr dynodedig.

Datblygiad Proffesiynol Parhaus

Mae pob aelod o'r tîm sydd wedi'i gofrestru gyda'r GDC yn cynnal cynllun datblygiad personol i gynllunio'u hyfforddiant a sicrhau eu bod yn cyrraedd targedau DPP fel y nodir gan y GDC. Yn ogystal, mae'r holl gofrestreion GDC yn cadw copiâu o'u DPP a wneir, a rhaid eu cyflwyno i'r rheolwr ar gais, yn flynyddol.

Mae gan bob aelod o staff gofnod hyfforddiant unigol sy'n cael ei adolygu yn ystod eu cyfarfod gwerthuso blynyddol. Yn y cyfarfod hwn, caiff anghenion hyfforddi pellach eu nodi, ac anogir staff i barhau â'u datblygiad proffesiynol, boed hynny'n fewnol neu'n allanol, lle bo'n briodol.

Ein nod yw bodloni cleifion bob amser, bodloni eich disgwyliadau o ran gofal a gwasanaeth, ac ymateb i unrhyw gwynion yn effeithlon, yn effeithiol ac yn gwrtais. Rydym yn cymryd cwynion o ddifrif, gan eu hymchwilio'n drylwyr ac yn deg, a chyda pharch llwyr at eich preifatrwydd. Rydym yn dysgu o gwynion i wella ein gofal a'n gwasanaeth.

Ni fyddwn byth yn wahaniaethu yn erbyn cleifion sydd wedi gwneud cwyn, ac rydym bob amser yn hapus i ateb unrhyw gwestiynau sydd gennych ynghylch y weithdrefn hon. Os nad ydych yn gwbl fodlon ag unrhyw agwedd ar ein gofal na'n gwasanaeth, rhowch wybod i ni cyn gynted â phosibl fel y gallwn ymateb i'ch pryderon yn brydlon.

Rydym yn derbyn cwynion ar lafar yn ogystal ag yn ysgrifenedig. **Rebecca MacCarter** yw'r rheolwr cwynion a bydd yn bwynt cyswllt personol i'ch cynorthwyo gydag unrhyw gŵyn.

Os nad yw'ch cwyn lafar yn cael ei datrys i'ch boddhad o fewn 24 awr, neu os ydych yn gwneud cwyn ysgrifenedig, bydd y rheolwr cwynion yn ei chydabod yn ysgrifenedig o fewn 2 ddiwrnod gwaith. Byddwch hefyd yn derbyn copi o'n gweithdrefn gwyno.

Ein nod yw darparu ymateb llawn ac ysgrifenedig o fewn **30 diwrnod gwaith**.

Byddwn yn cofnodi manylion byr am y gŵyn ac yn cynnig cyfarfod â'r rheolwr busnes ar amser sy'n addas i chi. Bydd eich cwyn yn cael ei chofnodi'n fanwl ac yn gyfrinachol, a'i storio'n ddiogel, gyda mynediad yn unig i'r rhai sydd angen gwybod.

Os bydd ymchwiliad i gŵyn yn cymryd yn hirach na'r disgwyl, bydd y rheolwr cwynion yn cysylltu â chi o leiaf bob 10 diwrnod gwaith i roi diweddariad am resymau'r oedi, cynnydd yr ymchwiliad a'r dyddiad disgwyliedig ar gyfer cwblhau.

Unwaith y bydd yr ymchwiliad wedi'i gwblhau, byddwch yn cael gwybod am ganlyniad yr ymchwiliad yn ysgrifenedig. Byddwn yn ymateb mor glir â phosibl, gan fynd i'r afael â phob un o'ch pryderon.

Rydym yn dadansoddi cwynion cleifion yn rheolaidd i ddysgu ganddynt ac i wella ein gwasanaethau. Rydym yn croesawu eich adborth, sylwadau, awgrymiadau a chwynion.

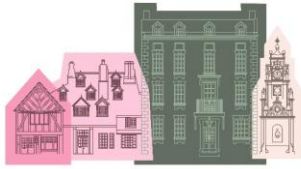
Adborth a Chwynion

Mae'r practis yn croesawu ac yn gwerthfawrogi unrhyw adborth a gânt. Mae'r practis yn ystyried adborth a chwynion fel cyfleoedd posibl i ddysgu gwersi a gwella'r gwasanaeth.

Mae gan unrhyw glefyd, ei eiriolwyr neu aelod o'r staff yr hawl i gyflwyno cwyn os ydynt wedi cael eu:

- Trin yn annheg neu heb barch na digon o barch.
- Wahaniaethu yn eu herbyn.
- Bod yn annigonol o fodlon â'r gofal neu'r driniaeth a dderbyniwyd.
- Derbyn gwrthod triniaeth.

Bydd y cwyn yn cael ei ymchwilio'n brydlon ac yn effeithlon, mewn modd llawn ac teg, a bydd ateb llawn, adeiladol a chyflym yn cael ei roi.



RUTHIN DENTAL

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Trefniadau Mynediad i'r Practis

Mae'r practis wedi ymrwymo i gydymffurfio â'r rheoliadau, deddfwriaeth berthnasol a safonau'r GDC i ddarparu amgylchedd gofalgarg ac amlswyddogol i bob claf. Er mwyn y polisi hwn, gall y term anabledd gynnwys anabledd corfforol a synhwyrdd, anableddau dysgu, afiechydon cronig neu derfynol, a defnyddio gwasanaethau iechyd meddwl. Mae pobl yn cael eu diogelu rhag gwahaniaethu anghyfreithlon drwy gymhwysiad ein polisïau a'n gweithdrefnau.

Mae'r practis wedi gwneud addasiadau rhesymol i'r cyfleusterau, polisïau, gweithdrefnau, arwyddion cyfathrebu a hyfforddiant aelodau'r tîm er mwyn darparu mynediad at ein gwasanaethau. Mae gwybodaeth y practis ar gael mewn fformat amgen gan gynnwys print bras. Os na fydd yr addasiadau'n ddigonol i drin claf yn ddiogel, cânt eu cyfeirio at practis a all ddarparu'r gwasanaeth.

Mae'r polisi hwn yn gymwys i bob aelod o'r tîm, gan gynnwys gweithwyr cyflogedig llawn a rhan-amser, unigolion hunan-gyflogedig, hyfforddeion, is-gontractwyr, staff achlysurol ac asiantaeth.

Mae aelodau'r tîm yn cael hyfforddiant a gweithdrefnau sy'n berthnasol ac yn bwysig i bobl ag anabledd ac yn ymdrechgu i ddefnyddio iaith sy'n hawdd ei deall ac yn cwrdd â anghenion pob claf.

Wrth gyfathrebu â chleifion sydd ag anabledd dylai aelodau'r tîm:

- Gofyn i bawb am eu gofynion ymlaen llaw, er enghraifft "Rhowch wybod i mi os oes arnoch angen cymorth arbennig" a bod yn gallu ymateb yn unol â hynny.
- Peidio â bod yn benboeth na gwneud rhagdybiaethau neu feddwl eu bod yn gwybod orau.
- Bod yn barod i gynnig cymorth ond byth ei orfodi.
- Bod yn barod, pan fo angen, i eistedd neu blygu i lawr i siarad â chleifion ar lefel eu llygaid.
- Cynnig sedd neu gymorth gyda drysau, caniatáu i'r person gymryd ei braich ar gyfer canllaw neu gefnogaeth.
- Cynnig defnyddio offer a defnyddio dulliau cyfathrebu priodol.
- Bod yn gwrtais, yn amyneddgar ac wrth gwrs siarad yn uniongyrchol â pherson ag anabledd, byth drwy ei gydymaith.
- Peidio byth â sgrechian na rhoi sylw annheg i neb, peidio byth â rhoi'r hawl i breifatrwydd neu gyfrinachedd rhywun ar brawf, a gwirio bod y person wedi cael ei ddeall.

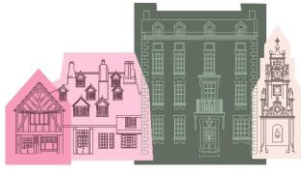
Hawliau a Chyfrifoldebau Cleifion

Yn Ruthin Dental Practice, rydym yn trin pob claf yn gyfartal, gyda'r un parch a dignaeth. Nid oes unrhyw sail i wahaniaethu o gwbl. Rydym yn darparu cyfrinachedd llwyr ar bob adeg. Ni fydd unrhyw gofnodion ar gael ond i aelodau'r tîm deintyddol sydd wedi'u cofrestru'n llawn gyda Swyddfa Comisiynydd Gwybodaeth. Mae'r holl gofnodion cyfrifiadurol wedi'u diogelu gan enw defnyddiwr a chyfrinair. Mae cyfrinachedd cleifion yn rhan allweddol o raglen hyfforddiant pob gweithiwr newydd.

Ymrwymiad y Practis

Mae'r practis yn anelu at greu amgylchedd cefnogol, gofalgarg ac amlswyddogol i gleifion dderbyn triniaeth ac i'r staff wireddu eu potensial llawn. Rydym wedi ymrwymo i weithio tuag at gydraddoldeb a chreu diwylliant lle caiff amrywiaeth a dignaeth cleifion a staff eu parchu a'u gwerthfawrogi gan bawb.

Bydd y practis hwn yn sicrhau bod pob claf a phob aelod o'r staff, boed yn bresennol neu'n bosibl, yn cael eu trin yn deg a gyda pharch, heb wahaniaethu o unrhyw fath, waeth beth fo'u hoedran, lliw, anabledd, tarddiad ethnig neu genedlaethol, rhyw, statws priodasol neu bartneriaeth sifil, beichiogrwydd a mamolaeth, hil, crefydd neu gred, neu drefniaeth rhywiol. Gelwir y nodweddion hyn yn "nodweddion wedi'u diogelu" o dan Ddeddf Cydraddoldeb 2010.



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I Gleifion

Mae'r practis a'i staff yn anelu at:

- Trin cleifion gyda dignaeth, parch a thegwch, heb wahaniaethu, bob amser.
- Rhoi'r holl wybodaeth sydd ei hangen ar gleifion, mewn ffordd y gallant ei deall, fel y gallant wneud penderfyniadau gwybodus am eu gofal.
- Bod yn eglur ynghylch y gweithdrefnau ar gyfer darparu cymorth ychwanegol i gleifion ag anableddau.
- Darparu gwasanaethau sydd ar gael i gleifion ag anableddau a gwneud addasiadau rhesymol er mwyn darparu gofal sy'n cwrdd â'u hanghenion.
- Darparu gwybodaeth i gleifion ag anableddau mewn amryw o fformatau.
- Cefnogi cleifion drwy ddarparu gwybodaeth mewn ieithoedd eraill a thrwy ddarparu cyfieithwyr lle bo'n briodol.
- Cydweithio â gwasanaethau eraill sy'n ymwneud â gofal cleifion sydd ag anghenion meddygol a chymdeithasol.
- Cadw gwybodaeth cleifion yn gyfrinachol.
- Ymladd anghydraddoldebau iechyd drwy hyrwyddo cadarnhaol a darparu gofal.
- Cynnwys cleifion unigol a grwpiau cleifion mewn penderfyniadau am ddyluniad a chyflwyno'r gwasanaeth.

Cleifion sy'n Frawychus neu'n Fiaidd

Rydym yn cydnabod y gall ymweliad â'r deintydd fod yn achosi straen ac rydym yn ceisio lleihau'r straen hwn i'r eithaf trwy ddilyn y canlynol:

- Gwneud cyswllt llygaid i gydnabod cleifion cyn gynted ag y maent yn agosáu at y ddesg.
- Ateb y ffôn bob amser yn gwrtais.
- Ceisio ateb y ffôn cyn i dri cylch alwad fynd heibio.
- Peidio byth â dweud "Na" i glaf os oes ffordd fwy gwrtais o ymateb.
- Os yw claf yn aros yn y derbynfa, rhoi gwybod iddynt am y rheswm dros yr oedi a'r amser disgwyledig y bydd yn rhaid iddynt aros.
- Cymryd cwynion o ddifrif a gwrando'n dosturiol bob amser.

Polisi Toleriad Sero ar gyfer Ymddygiad Treisgar a Pheryglus

Mae'r practis yn diffinio trais a thrais fel:

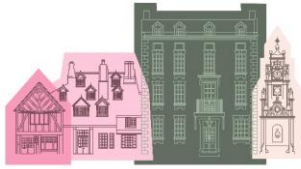
"Unrhyw ddigwyddiad lle caiff person ei gam-drin, ei fygythu neu ei ymosod arno mewn amgylchiadau sy'n ymwneud â'i waith" gan gynnwys bygythiadau, cam-drin geiriol (sgrechian, swearing, jysta), cam-drin seicolegol neu ymosodiad corfforol.

Mae copi o'n polisi M 233-VAW ar gael ar gais.

Gall digwyddiadau difrifol o drais neu gam-drin arwain at adroddiad i'r heddlu a cheisio i'r claf gael ei weld gan ddarparwr arall.

Polisi Gwrthod Mynediad i Gleifion

Mae'r practis wedi ymrwymo i gyflawni dyletswydd gofal i ddiogelu staff a chleifion. Mae'r polisi hwn yn diffinio canllawiau'r practis ar gyfer gwrthod mynediad i gleifion i leihau'r risg i gleifion a staff eraill.



RUTHIN DENTAL

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Mae'r polisi hwn yn gymwys i bob aelod o'r tîm, a disgwylir iddynt gyfarwyddo eu hunain â'r amgylchiadau sy'n cyfiawnhau tynnu cleifion o'r rhestr a'r gweithdrefnau priodol i'w dilyn.

Mae hyn yn cynnwys achosion o:

- Ymddygiad annerbyniol, gan gynnwys ymddygiad bygythiol, cam-drin corfforol, cam-drin geiriol, gwahaniaethu ar sail hil, rhyw neu unrhyw fath arall o wahaniaethu neu ymddygiad amhriodol arall.
- Ymddygiad twyllodrus neu droseddol, gan gynnwys ceisio cael cyffuriau ar gyfer rhesymau nad ydynt yn feddygol, defnyddio'r deintydd i guddio neu gynorthwyo gweithgaredd troseddol, neu dwyn o safle'r practis.

Difrifoldeb Anadferadwy

Pan fydd y berthynas rhwng y deintydd a'r claf yn chwalu i'r pwynt lle nad yw'r deintydd yn teimlo'n gallu darparu gofal o safon, neu'n teimlo y byddai anghenion y claf yn cael eu gwasgu'n well mewn man arall, dilyni'r y weithdrefn ganlynol:

- Rhoddir gwybod am y broblem i'r rheolwr, a fydd yn ymgynghori gyda'r sefydliad yswiriant proffesiynol priodol i gadarnhau'r camau i'w cymryd.
- Trefnir cyfarfod gyda'r claf i drafod y mater a chlywed safbwynt y claf.
- Trefnir cyfarfod rheoli i drafod y broblem gyda'r nod o geisio ei datrys.
- Os na fydd y mater yn cael ei ddatrys a nad oes deintydd arall yn y practis yn barod i ddarparu gwasanaethau i'r claf, bydd y rheolwr yn ysgrifennu at y claf i'w hysbysu am eu tynnu o'r rhestr a rhoi esboniad llawn o'r rhesymau.

Apwyntiadau a Gollir yn Aml

Pan fydd claf yn methu â dod i apwyntiad neu'n canslo heb roi rhybudd o 48 awr, bydd llythyr neu e-bost yn cael ei anfon at y claf i hysbysu am ddyddiad yr apwyntiad a gollwyd a chanlyniadau colli apwyntiadau sawl gwaith, gan gynnwys gwybodaeth yn y pwynt canlynol:

- Os yw claf yn methu dod i apwyntiad neu'n canslo heb roi rhybudd o 48 awr ddwywaith, gall y claf gael gwybod nad oes ganddynt hawl i gael triniaeth yn y practis mwyach.

Mynediad at Wybodaeth Cleifion

Diogelu Eich Gwybodaeth

Y rheolwr data yw Dr Thomas Gregg. Ein nod yw darparu gofal deintyddol o'r ansawdd uchaf i chi. Er mwyn gwneud hyn, mae'n rhaid i ni gadw cofnodion amdanoch chi, eich iechyd a'r gofal a ddarparwyd neu a fwriadir i'w ddarparu i chi. Rydym yn deall bod preifatrwydd a diogelwch eich gwybodaeth bersonol yn bwysig iawn i chi. Mae ein hysbysiad preifatrwydd ar gael ar ein gwefan ac ar gais mewn print o'r dderbynfya.

Gall y wybodaeth a gofnodir amdanoch gynnwys:

- Manylion sylfaenol megis cyfeiriad, dyddiad geni, perthynas agosaf.
- Manylion a chofnodion clinigol am eich triniaeth ddeintyddol, hanes iechyd a thriniaeth feddygol.
- Cofnodion o feddyginiaethau a argymhellwyd gan eich deintydd neu feddyg arall cymwys.
- Gwybodaeth berthnasol i'ch gofal parhaus gan bobl eraill sy'n gofalu amdanoch ac yn eich adnabod, megis gweithwyr iechyd eraill neu berthnasau.

Rhannu Gwybodaeth



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Ni fydd y wybodaeth amdanoch yn cael ei rhannu am unrhyw reswm oni bai:

- Eich bod yn gofyn i ni wneud hynny.
- Ein bod yn gofyn a'ch bod yn rhoi caniatâd penodol.
- Pan fyddwn yn ofynnol yn ôl y gyfraith.
- Pan fyddwn yn caniatáu yn ôl y gyfraith.

Mae unrhyw un sy'n derbyn gwybodaeth oddi wrthym hefyd yn ddyledus yn gyfreithiol i gadw'r wybodaeth hon yn gyfrinachol, ac eithrio mewn achosion a ganiateir yn y rhain uchod.

Eich Hawl i Weld Eich Cofnodion Clinigol

Mae gennych hawl i weld y cofnodion clinigol gwreiddiol am ddim. I wneud cais am gopi, ysgrifennwch at y Rheolwr. Bydd y practis yn ymateb o fewn un mis. Mewn achosion mwy cymhleth, efallai y bydd yn cymryd hyd at dri mis, ond bydd y practis yn rhoi gwybod i chi o fewn un mis os oes angen mwy o amser ac am ba reswm.

Deddf Rhyddid Gwybodaeth 2000 (FOI)

Mae Deddf Rhyddid Gwybodaeth yn rhoi hawl gyffredinol i gael mynediad at bob math o wybodaeth a gadwyd gan y practis. Pwrpas y Ddeddf yw hyrwyddo agoredrwydd a thryloywder yn y sector cyhoeddus cyfan. Mae ein sefydliad yn anelu i gefnogi hyn yn llawn.

Gall unrhyw unigolyn neu sefydliad wneud cais am wybodaeth heb orfod egluro'r rheswm.

Ein Cynllun Cyhoeddi

Mae'r practis hwn wedi datblygu cynllun cyhoeddi. Mae'n ganllaw i'r wybodaeth a gyhoeddir yn rheolaidd ac yn dangos beth yw'r wybodaeth a fwriadwyd i'w chyhoeddi. Mae'r cynllun yn disgrifio'r ffurf y caiff y wybodaeth ei chyhoeddi ynddi a'r ffi a fydd yn cael ei chodi. Os hoffech gopi o'r cynllun cyhoeddi, cysylltwch â'r rheolwr.

Ymateb i Geisiadau Rhyddid Gwybodaeth

Bydd ymateb i bob cais am wybodaeth o fewn **20 diwrnod gwaith**. Gall ffi gael ei chodi am brosesu cais, a gaiff ei gyfrifo yn unol â'r Ddeddf. Os bydd ffi'n ofynnol am y wybodaeth a ofynnir amdani, gall y cyfnod o 20 diwrnod gael ei ymestyn hyd at **dri mis**.

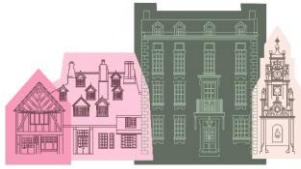
Os yw'r ffi am y cais yn fwy na'r terfyn a bennir gan y Ysgrifennydd Gwladol, nid yw'r practis yn ddyledus i weithredu ar y cais.

Sylfeini Cyfreithiol

Mae'r sylfeini cyfreithiol ar gyfer prosesu'ch data personol wedi'u nodi yn ein **Hysbysiad Preifatrwydd**, sydd ar gael ar ein gwefan yn www.ruthindental.com. Gofynnwch yn y dderbynfa os hoffech gopi.

Eithriadau

Mae amrywiaeth o eithriadau sy'n cwmpasu diogelwch data personol, ffurfio polisïau llywodraethol, cyfrinachedd masnachol ac unigolion. Mae eithriad absoliwt pellach lle mae gwybodaeth ar gael drwy ffyrdd eraill neu os rhoddwyd y wybodaeth yn gyfrinachol. Mae eithriadau eraill yn cynnwys gwybodaeth sy'n ymwneud â buddiannau masnachol a swyddogaethau archwilio.



RUTHIN DENTAL

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Polisïau a Gweithdrefnau

Mae gan y practis sawl polisi pwysig sy'n disgrifio sut rydym yn darparu gofal a gwasanaeth i'n cleifion. Gofynnwch i'r rheolwr os hoffech weld copïau o'r polisïau canlynol:

- Polisi Cyfrinachedd
- Polisi Diogelu Data
- Polisi Llywodraethu Gwybodaeth
- Polisi Iechyd a Diogelwch
- Polisi Cwynion
- Hysbysiad Preifatrwydd
- Asesiad Effaith Preifatrwydd

Comisiynydd Gwybodaeth

Mae'r practis wedi'i gofrestru gyda'r Comisiynydd Gwybodaeth. Mae hwn yn gorff cyhoeddus annibynnol ac yn adrodd yn uniongyrchol i'r Senedd.

Mae rhagor o wybodaeth ar gael yn www.ico.gov.uk

Daenlen Wybodaeth i Gleifion

Ysgrifennwyd: 2ail Rhagfyr 2017 gan Thomas W D Gregg

Adolygwyd

13eg Chwefror 2019 gan Thomas Gregg

2il Ionawr 2020 gan Joanna Kettle

14eg Rhagfyr 2020 gan Joanna Kettle / Thomas W D Gregg

27ain Mai 2021 gan Joanna Kettle

17eg Rhagfyr 2021 gan Joanna Kettle

20fed Mehefin 2022 gan Joanna Kettle

30ain Mehefin 2023 gan Joanna Kettle

18eg Hydref 2023 gan Joanna Kettle

22ain Rhagfyr 2023 gan Joanna Kettle

11eg Ebrill 2024 gan Joanna Kettle

14eg Tachwedd 2024 gan Joanna Kettle

3ydd Ionawr 2025 gan Joanna Kettle

1af Gorffennaf 2025 gan Joanna Kettle