



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

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

Endodontics

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. Generally, we will not charge for this service. To request a copy, please write to the Practice 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.

Confidentiality

You have the right to confidentiality. We also comply with the NHS Code of Practice on Confidentiality and healthcare personnel have a requirement under their professional code of ethics to keep records about you confidential, secure and accurate. All of our staff contracts of employment contain a requirement to keep patient information confidential.

Freedom of Information (FOI) Act 2000

The 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 in 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 applicant does not have to explain why this information is requested.

Our Publication Scheme

This practice has developed a publication scheme. It is a guide to information, routinely published and gives 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 our publication scheme please contact the Information Governance Lead.

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 to 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 the 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.

Policies and procedures

The practice has a number of important policies that detail how we provide care and service to our patients. Please ask the Clinical Manager if you would like to see copies of the following policies or procedures which have further detail on how we process personal data:

- Confidentiality Policy
- Information Governance Procedures
- Complaints Handling Policy
- Privacy Notice
- Data Protection and Information Security Policy

You can view our Privacy Notice on our website at <https://www.ruthindental.com/>

Or telephone or visit to ask reception for a paper copy.

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 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.

The Information Commissioner

The Information Commissioner is an independent public body and reports directly to Parliament. Further information is available at: www.ico.gov.uk

Our team

Staff details		
Thomas Gregg	Dentist GDC 83449	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
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Arash Jahan Shokrollahi	Dentist GDC 243721	BDS UCLan (Lpool) 2013
Ahmed Elmatary	Dentist GDC 289531	BDS (King's College London), MFDS (RCS England)
Rakesh Singh	Dentist GDC 317697	BDS University of Liverpool 2024
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	Dip Dental Hygiene 2006



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Donna Haggas	Dental Therapist GDC 174203	Diploma in Dental Hygiene 2009 Diploma in Dental Therapy 2009
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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 Oral Health Educator	Level 3 Diploma in Dental Nursing
Faye Evans	Dental nurse GDC 312537 First aider	Level 3 Diploma in Dental Nursing
Matthew PendreyEdwards	Dental Nurse GDC 325621	Level 3 Diploma in Dental Nursing
Annie Wilding	Dental nurse GDC	Level 3 Diploma in Dental Nursing
Kirsty Roberts	Trainee dental nurse	
Lauren H Williams	Trainee dental nurse	
Katie Farley	Trainee dental nurse	
Bethan Bellis	Trainee dental nurse	
Pym Janpheng	Trainee dental nurse	
Libbie Parry	Trainee dental nurse	
Clair Roberts	Front Desk	
Daniella Harden	Front Desk	

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, intra oral scanning.

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.

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 one year 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.

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 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:

- 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 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
Reviewed	14/11/2024	By Joanna Kettle
Reviewed	03/01/2025	By Joanna Kettle
Reviewed	01/07/2025	By Joanna Kettle
Reviewed	22/01/2026	By Joanna Kettle
Reviewed	30/03/2026	By Joanna Kettle

Eich gwybodaeth bersonol

Sut rydym yn gofalu am ac yn diogelu gwybodaeth amdanoch

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

Ffôn: 01824 703 201

E-bost: info@ruthindental.com



Rheolwr Cofrestredig: Dr Thomas Gregg O

Darparwr Cofrestredig: Dr Thomas Gregg

Rheolwr Busnes: Rebecca MacCarter

Rheolwr Clinigol: Joanna Kettle

Crynodeb o'r Datganiad Pwrpas

Triniaeth a Chyfleusterau

Ein nod yw darparu mynediad i'n cleifion at ystod gynhwysfawr o driniaethau deintyddol o ansawdd uchel mewn amgylchedd clinigol modern. Mae ein deintyddion yn darparu pob triniaeth yn unol â gofal deintyddol modern, gan gynnwys:

- Triniaeth adferol (llenwadau, triniaeth camlas gwreiddiau, coronau, feinyrs a phontydd)
- Triniaeth lawfeddygol (tynnu dannedd, tynnu dannedd doethineb)
- Orthodonteg (braces)
- Prostheteg (dannedd gosod)
- Triniaeth periodontol (trin clefyd y deintgig)
- Mewnblaniadau deintyddol

Diogelu eich gwybodaeth

Y rheolwr data yw **Dr Thomas Gregg**. Ein nod yw darparu'r gofal deintyddol o'r safon uchaf. I wneud hyn, mae angen i ni gadw cofnodion amdanoch chi, eich iechyd a'r gofal rydym wedi'i ddarparu neu'n bwriadu ei ddarparu. Rydym yn deall eich bod yn gwerthfawrogi eich preifatrwydd a diogelwch eich gwybodaeth bersonol. Mae ein Hysbysiad Preifatrwydd ar gael ar ein gwefan neu ar gais ar ffurf print o'r dderbynfa.

Gall gwybodaeth a gofnodir amdanoch gynnwys:

- Manylion sylfaenol megis cyfeiriad, dyddiad geni a pherthynas agosaf.
- Manylion a chofnodion clinigol am eich triniaeth ddeintyddol, hanes iechyd a thriniaeth feddygol.
- Cofnodion o feddyginiaethau a ragnodwyd i chi gan eich deintydd neu ragnodydd cymwys arall.
- Gwybodaeth berthnasol i'ch gofal parhaus gan weithwyr gofal iechyd eraill neu berthnasau.

Rhannu gwybodaeth

Ni fydd y wybodaeth a gedwir amdanoch yn cael ei rhannu oni bai:

- Eich bod yn gofyn i ni wneud hynny
- Ein bod yn gofyn ac eich bod yn rhoi caniatâd penodol
- Pan fo'n ofynnol yn ôl y gyfraith
- Pan fo'n cael ei ganiatáu gan y gyfraith

Mae gan unrhyw un sy'n derbyn gwybodaeth gennym ddyletswydd gyfreithiol hefyd i'w chadw'n gyfrinachol, yn amodol ar yr eithriadau cydnabyddedig uchod.

Eich hawl i weld eich cofnodion clinigol



Mae gennych yr hawl i weld y cofnodion gwreiddiol o'ch triniaeth. Yn gyffredinol, ni chodir tâl am hyn. I ofyn am gopi, ysgrifennwch at Reolwr y Practis. Bydd y practis yn ymateb o fewn 1 mis. Ar gyfer ceisiadau mwy cymhleth, gall hyn gymryd hyd at 3 mis, ond byddwch yn cael eich hysbysu o fewn 1 mis os oes angen mwy o amser a pham.

Cyfrinachedd

Mae gennych yr hawl i gyfrinachedd. Rydym hefyd yn cydymffurfio â Chod Ymarfer y GIG ar Gyfrinachedd, ac mae gan bob aelod o'r tîm ddyletswydd broffesiynol i gadw cofnodion yn gyfrinachol, yn ddiogel ac yn gywir.

Mae contractau cyflogaeth pob aelod o staff yn cynnwys gofyniad i gadw gwybodaeth cleifion yn gyfrinachol.

Deddf Rhyddid Gwybodaeth (FOI) 2000

Mae'r Ddeddf Rhyddid Gwybodaeth yn rhoi hawl gyffredinol i gael mynediad at wybodaeth gofnodedig a gedwir gan y practis. Bwriad y Ddeddf yw annog agoredrwydd a thryloywder yn y GIG a'r sector cyhoeddus. Mae'r practis yn llwyr gefnogol i hyn.

Call unrhyw unigolyn neu sefydliad wneud cais am wybodaeth, heb fod angen egluro pam.

Ein Cynllun Cyhoeddi

Mae'r practis wedi datblygu cynllun cyhoeddi sy'n rhoi canllaw i'r wybodaeth a gyhoeddir fel arfer, y ffurf y caiff ei chyhoeddi, ac unrhyw ffioedd cysylltiedig. Gellir gwneud cais am wybodaeth a restrir yn y cynllun hwn.

Am gopi, cysylltwch â'r Arweinydd Llywodraethu Gwybodaeth.

Ymateb i geisiadau Rhyddid Gwybodaeth

Bydd pob cais yn cael ymateb o fewn 20 diwrnod gwaith. Gellir codi ffi yn unol â'r Ddeddf. Os oes ffi'n berthnasol, gall yr amserlen gael ei hymestyn hyd at dri mis. Os yw'r cais yn fwy na'r terfynau a osodir gan Ysgrifennydd Gwladol, nid oes rhaid i'r practis weithredu'r cais.

Sail gyfreithlon

Mae'r seiliau cyfreithlon ar gyfer prosesu eich data personol wedi'u nodi yn ein Hysbysiad Preifatrwydd sydd ar gael ar ein gwefan. Gofynnwch yn y dderbynfa os hoffech gopi.

Polisiâu a gweithdrefnau

Mae gan y practis nifer o bolisiâu pwysig sy'n manylu ar sut rydym yn darparu gofal a gwasanaeth. Gofynnwch i'r Rheolwr Clinigol am gopiau o'r canlynol:

- Polisi Cyfrinachedd
- Gweithdrefnau Llywodraethu Gwybodaeth
- Polisi Trin Cwynion



- Hysbysiad Preifatrwydd
- Polisi Diogelu Data a Diogelwch Gwybodaeth

Gellir gweld yr Hysbysiad Preifatrwydd ar ein gwefan:

<https://www.ruthindental.com/>

Neu gofynnwch yn y dderbynfa am gopi papur.

Cwynion

Ein nod yw bodloni pob claf a datrys cwynion yn effeithlon, yn deg ac yn gwrtais. Rydym yn trin pob cwyn o ddifrif, gan sicrhau cyfrinachedd llawn. Ni fyddwn byth yn gwahaniaethu yn erbyn claf sydd wedi cwyno.

Mae **Rebecca MacCarter** yn rheolwr cwynion ac yn gyswllt personol i'ch cynorthwyo. Bydd cwynion llafar yn cael eu cydnabod o fewn 24 awr, a chwynion ysgrifenedig o fewn 2 ddiwrnod gwaith, gyda chopi o'n gweithdrefn gwynion. Ein nod yw ymateb llawn o fewn 30 diwrnod gwaith.

Adborth a chwynion

Mae'r practis yn croesawu adborth ac yn ei weld fel cyfle i wella. Gall claf, eiriolwr neu aelod o staff gwyno os ydynt wedi'u trin yn annheg, wedi'u gwahaniaethu, neu'n anfodlon â'r gofal a dderbyniwyd. Bydd pob cwyn yn cael ei hymchwilio'n deg ac yn brydlon.

Y Comisiynydd Gwybodaeth

Mae'r Comisiynydd Gwybodaeth yn gorff cyhoeddus annibynnol sy'n atebol i'r Senedd.

Gwybodaeth bellach ar gael yn: www.ico.gov.uk

Ein tîm

Staff details		
Thomas Gregg	Dentist GDC 93449	BDS (Bristol) 2004
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Hannah Moghadasnia	Dental nurse GDC	Level 3 Diploma in Dental Nursing
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Katie Farley	Trainee dental nurse	
Bethan Bellis	Trainee dental nurse	
Clair Roberts	Front Desk	
Daniella Harden	Front Desk	
Pym Janpheng	Front desk	

Therapyddion Deintyddol – maent yn darparu adferiadau, cymryd argraffiadau deintyddol, rhoi farnais fflworid, radiograffeg ddeintyddol, a gwasanaethau hylendid deintyddol.

Hylendidwyr Deintyddol – maent yn darparu gwasanaethau hylendid deintyddol, argraffiadau a chymwysiaid fflworid.

Nyrsys Deintyddol â Dyletswyddau Estynedig – maent yn darparu addysg iechyd y geg, argraffiadau deintyddol, rhoi farnais fflworid, ffotograffiaeth glinigol, radiograffeg ddeintyddol.

Rydym yn darparu'r lefelau gorau posibl o ofal clinigol i'n cleifion ynghyd â'r lefelau uchaf o ddealltwriaeth, empathi a chysur. Darperir y gofal hwn gan dîm hyfforddedig iawn, profiadol a gwybodus.

Datblygiad a Hyfforddiant

Polisi Datblygiad Personol a Hyfforddiant

Mae'r practis wedi ymrwymo i ddarparu hyfforddiant a datblygiad wedi'u cynllunio ar gyfer aelodau'r tîm er mwyn eu galluogi i wireddu eu potensial llawn, bodloni gofynion rheoleiddiol a gwneud y cyfraniad gorau posibl tuag at ddarparu safon uchel o driniaeth a gwasanaeth i gleifion.



Nyrsys Deintyddol dan Hyfforddiant

Er mwyn bodloni canllawiau'r GDC, mae pob nyrs ddeintyddol dan hyfforddiant wedi'i gofrestru ar raglen gydnabyddedig, neu'n aros i ddechrau rhaglen o'r fath, sy'n arwain at gofrestru gyda'r GDC o fewn dwy flynedd i ddechrau cyflogaeth, ac mae disgwyl iddynt gwblhau eu dyfarniad a chofrestru gyda'r GDC o fewn hyd arferol y cwrs neu hyd at flwyddyn ychwanegol wedi hynny. Mae pob hyfforddai yn cael ei oruchwylio gan gofrestrai GDC a benodir gan y practis a fydd yn gyfrifol am ddarparu goruchwyliaeth uniongyrchol ac yn atebol am yr hyfforddai. Bydd y practis yn hwyluso ac yn cefnogi'r hyfforddai i gwblhau'r rhaglen. Bydd pob hyfforddai yn cadw cofnod hyfforddiant o'r hyfforddiant a dderbyniwyd ganddynt, gan gynnwys sefydlu, sy'n cael ei lofnodi'n rheolaidd gan y goruchwyliwr dynodedig.

Mae pob aelod o'r tîm sydd wedi'u cofrestru gyda'r GDC yn cadw cynlluniau datblygiad personol a ddefnyddir i gynllunio eu hyfforddiant ac i fodloni eu targedau CPD fel y nodir yng nghanllawiau'r GDC. Yn ogystal, mae pob cofrestrai GDC yn cadw copïau o'r CPD a wneir ganddynt, a ddarperir ar gais i'r rheolwr yn flynyddol.

Mae gan bob gweithiwr gofnod hyfforddiant sy'n cael ei adolygu yn ystod y cyfarfod arfarnu blynyddol, pan nodir anghenion hyfforddi pellach. Anogir gweithwyr i ddatblygu eu hyfforddiant ymhellach, yn fewnol ac yn allanol, lle bo'n briodol.

Trefniadau ar gyfer mynediad i'r practis

Mae'r practis wedi ymrwymo i gydymffurfio â'r ddeddfwriaeth a'r rheoliadau perthnasol a safonau'r GDC i ddarparu amgylchedd gofalgarg a chynhwysol i bob claf. At ddibenion y polisi hwn, gall y term anableded gynnwys nam corfforol neu synhwyraidd, anabledau dysgu, salwch cronig neu derfynol, a defnyddio gwasanaethau iechyd meddwl. Mae pobl yn cael eu hamddiffyn rhag gwahaniaethu anghyfreithlon drwy gymhwyso ein polisiau a'n gweithdrefnau.

Mae'r practis wedi gwneud addasiadau rhesymol i gyfleusterau, polisiau, gweithdrefnau, cyfathrebu, arwyddion a hyfforddiant aelodau'r tîm er mwyn darparu mynediad at ein gwasanaethau. Mae gwybodaeth y practis ar gael mewn fformatau amgen, gan gynnwys print mawr. Os nad yw addasiadau'n ddigonol i drin claf yn ddiogel, cânt eu cyfeirio at bractis sy'n gallu darparu'r gwasanaeth. Mae'r polisi'n berthnasol i bob aelod o'r tîm, gan gynnwys gweithwyr llawn amser a rhan-amser, personél hunangyflogedig, hyfforddeion, is-gontractwyr, staff achlysurol ac asiantaethau. Mae aelodau'r tîm yn derbyn hyfforddiant a gweithdrefnau sy'n berthnasol ac yn bwysig i bob ag anableded, ac yn ymdrechu i ddefnyddio iaith sy'n hawdd ei deall ac yn diwallu anghenion pob claf. Wrth gyfathrebu â chleifion ag anableded, dylai aelodau'r tîm:

- Gofyn i bawb ymlaen llaw am eu gofynion, er enghraifft "Rhowch wybod i mi os oes angen unrhyw gymorth penodol arnoch", a gallu ymateb yn briodol.
- Peidio â nawddoglyddu, gwneud rhagdybiaethau nac meddwl eu bod yn gwybod orau.
- Bod yn barod i gynnig cymorth ond byth ei orfodi.
- Bod yn barod, lle bo'n angenrheidiol, i eistedd neu blygu i lawr i siarad â chleifion ar lefel eu llygaid.
- Cynnig sedd neu gymorth gyda drysau, gadael i'r person gymryd eu braich am arweiniad neu gefnogaeth.
- Cynnig defnyddio offer a defnyddio ffyrdd priodol o gyfathrebu.
- Bod yn gwrtais, yn amyneddgar ac yn siarad bob amser yn uniongyrchol â'r person anabl, byth drwy ei gydymaith.
- Byth gweiddi nac alw sylw at unrhyw un, byth gyfaddawdu hawl y person i breifatrwydd neu gyfrinachedd, a gwirio eu bod wedi'u deall.

Hawliau a chyfrifoldebau cleifion

Yn Ruthin Dental Practice rydym yn trin pob claf yn gyfartal gyda'r un parch ac urddas. Nid oes unrhyw sail o gwbl i unrhyw wahaniaethu. Rydym yn darparu cyfrinachedd llwyr bob amser. Bydd pob cofnod ar



gael yn unig i aelodau'r tîm deintyddol sydd wedi'u cofrestru'n llawn o dan Swyddfa'r Comisiynydd Gwybodaeth. Mae pob cofnod cyfrifiadurol wedi'u diogelu gan enw defnyddiwr a chyfrinair. Mae pob gweithiwr yn derbyn hyfforddiant ar gyfrinachedd cleifion fel rhan o'u rhaglen sefydlu.

Ymrwymiad y Practis.

Mae'r practis yn anelu at greu amgylchedd cefnogol, gofalgar a chynhwysol i gleifion dderbyn triniaeth ac i staff gyrraedd eu potensial llawn. Rydym wedi ymrwymo i weithio tuag at gydraddoldeb a chreu diwylliant lle mae amrywiaeth ac urddas cleifion a staff yn cael eu parchu a'u gwerthfawrogi gan bawb. Bydd y practis hwn yn sicrhau bod pob claf a phob aelod o staff, yn wirioneddol ac yn botensial, yn cael eu trin yn deg ac yn barchus ac nad ydynt yn cael eu gwahaniaethu ar sail oedran, lliw, anabledd, tarddiad ethnig neu genedlaethol, rhyw, statws priodasol neu bartneriaeth sifil, beichiogrwydd a mamolaeth, hil, crefydd neu gred, neu gyfeiriadedd rhywiol. Gelwir y rhain yn nodweddion gwarchoddedig o dan Ddeddf Cydraddoldeb 2010.

Ar gyfer cleifion.

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

- Trin cleifion gydag urddas, parch ac yn deg, 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 glir ar y gweithdrefnau ar gyfer darparu cymorth ychwanegol i gleifion ag anableddau.
- Darparu gwasanaethau sy'n hygyrch i gleifion ag anableddau a gwneud addasiadau rhesymol er mwyn darparu gofal sy'n diwallu eu hanghenion.
- Darparu gwybodaeth i gleifion ag anableddau mewn amrywiaeth o fformatau.
- Cefnogi cleifion drwy ddarparu gwybodaeth mewn ieithoedd eraill a chyfieithwyr 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.
- Mynd i'r afael ag anghydraddoldebau iechyd drwy hyrwyddo cadarnhaol a gofal.
- Cynnwys cleifion unigol a grwpiau cleifion mewn penderfyniadau am ddylunio a darparu gwasanaethau.

Cleifion sy'n dreisgar neu'n ymosodol

Rydym yn cydnabod y gall ymweliad â'r deintydd fod yn straenus ac rydym yn ceisio cadw straen i'r lleiafswm drwy arsylwi'r egwyddorion canlynol:

- Cynnal cyswllt llygad i gydnabod claf cyn gynted ag y bydd yn nesáu at y ddesg.
- Ateb y ffôn yn gwrtais bob amser.
- Anelu at ateb y ffôn o fewn 3 chylch.
- Byth dweud "Na" wrth glaf lle mae dewis mwy gwrtais ar gael.
- Os cedwir claf yn aros yn y dderbynfa, eu hysbysu o'r rheswm dros yr oedi a'r amser disgwylidig y bydd yn rhaid iddynt aros.
- Cymryd pob cwyn o ddifrif a gwrando'n gydymdeimladol bob amser.

Rydym yn gweithredu polisi dim goddefgarwch tuag at ymddygiad treisgar ac ymosodol

Mae'r practis yn diffinio trais ac ymosodiad fel "unrhyw ddigwyddiad lle mae person yn cael ei gam-drin, ei fygwth neu ei ymosod arno mewn amgylchiadau sy'n ymwneud â'i waith", gan gynnwys bygythiadau, cam-drin geiriol (gweiddi, rhegi, ystumiau sarhaus), 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 glaf yn cael ei riportio i'r heddlu a'i ofyn i 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 er mwyn lleihau risg bosibl i gleifion a staff eraill.

Mae'r polisi hwn yn berthnasol i bob aelod o'r tîm, y disgwylir iddynt ymgyswrttu â'r amgylchiadau sy'n cyfiawnhau tynnu cleifion oddi ar y rhestr a'r gweithdrefnau priodol i'w dilyn.

Mewn achosion o:

- Ymddygiad annerbyniol, gan gynnwys ymddygiad bygythiol, cam-drin corfforol, cam-drin geiriol, hil, rhyw neu unrhyw fath arall o wahaniaethu neu ymddygiad afresymol arall.
- Ymddygiad twyllodrus neu droseddol, gan gynnwys cael cyffuriau'n fwriadol at ddibenion an-feddygol, ceisio defnyddio'r deintydd i guddio neu gynorthwyo gweithgarwch troseddol, neu ddwyn o safle'r practis.

Gwahaniaethau anghydfodadwy

Pan fydd y berthynas rhwng y deintydd a'r claf yn chwalu i'r pwynt lle nad yw'r deintydd bellach yn teimlo'n alluog i ddarparu lefel ansawdd o ofal i'r claf ac yn teimlo y byddai anghenion y claf yn cael eu diwallu'n well mewn man arall, dilyni'r y weithdrefn ganlynol.

Caiff y broblem ei hadrodd i'r rheolwr a fydd yn ymgynghori â sefydliad indemniad proffesiynol y prifathrawon i gadarnhau'r camau i'w cymryd.

Yna bydd y rheolwr yn trefnu cyfarfod gyda'r claf i drafod y mater a deall sut mae'r claf yn gweld y sefyllfa.

Bydd y rheolwr yn trefnu cyfarfod rheoli i drafod y broblem gyda'r nod o'i datrys. Os na chaiff ei datrys ac nad yw unrhyw ddeintydd arall yn y practis yn barod i ddarparu gwasanaethau i'r claf, bydd y rheolwr yn ysgrifennu at y claf i'w hysbysu o'r penderfyniad i dynnu mynediad a bydd yn esbonio'r rhesymau'n llawn.

Apwyntiadau a fethwyd yn barhaus

Pan fydd claf yn methu apwyntiad neu'n canslo heb roi rhybudd o 48 awr, anfonir llythyr neu e-bost at y claf yn eu hysbysu o ddyddiad yr apwyntiad a fethwyd a chanlyniadau colli apwyntiadau lluosog, gan gynnwys y wybodaeth ganlynol:

- Os bydd claf yn methu apwyntiad neu'n canslo heb roi rhybudd o 48 awr ddwywaith, gellir hysbysu'r claf na fydd ganddynt fynediad i driniaeth yn y practis mwyach.

Taflen Wybodaeth i Gleifion

Ysgrifenedig 2/12/2017 erbyn Thomas W D Gregg

Reviewed	13/2/2019	by Thomas Gregg
Reviewed	2/1/2020	by Joanna Kettle
Reviewed	14/12/2020	by Joanna Kettle/Thomas W D Gregg
Reviewed	27/05/2021	by Joanna Kettle
Reviewed	17/12/2021	by Joanna Kettle
Reviewed	20/06/2022	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
Reviewed	14/11/2024	By Joanna Kettle
Reviewed	03/01/2025	By Joanna Kettle
Reviewed	01/07/2025	By Joanna Kettle
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Reviewed	30/03/2026	By Joanna Kettle