



PATIENT INFORMATION LEAFLET

Name of establishment or agency	Madoc Dental Care Limited
Address and postcode	3 Madoc Street, Llandudno, Conwy, LL30 2TL
Telephone number	01492 870525
Email address	info@madocdentalcare.co.uk
Fax number	
Name of Registered Manager	Stephanie Downes
Name of Registered Provider	Madoc Dental Care Limited

Summary of the Statement of Purpose

Here at Madoc Dental Care our priority is to educate our patients on maintaining their long term oral health, with the belief that prevention is better than cure. Our team of professionals work together to educate and treat patients to a very high standard, tailored to individual needs in a language patients understand. We always adhere to putting patient's interests first and listening to them. Following patient feedback via our website, Facebook page and in house patient survey's, our patients are extremely happy with the service they are receiving.

We try to make the patient journey as comfortable as possible for our patients, by helping them feel they are the ones in control, and can proceed at their own pace. We want our patients to feel valued at our practice and that they have an opinion that matters to us. The patients that are registered with us, have access to dental assistance outside of normal working hours and if they are travelling. We also have a downstairs dental surgery so we can accommodate everybody's needs.

Treatments we have available at the practice include: tooth coloured fillings, crowns and bridges, dentures, root treatment, extractions, veneers, Invisalign, anti-wrinkle injections and dermal fillers.

The opening hours of the practice are:
Monday 9am – 5pm



Tuesday 9am – 6.30pm
Wednesday 8.30am – 6pm
Thursday 9am – 5pm
Friday 8am – 2pm

For our registered patients there is an out of hours service. If a patient requires emergency dental attendance outside of normal working hours, they will be provided with a contact number upon ringing Madoc dental Care, The on call Dentist assesses the patient over the phone and arranged an appointment if required.

We have a complaints procedure in place if a patient wishes to draw our attention to any areas of concern, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is:
Mr. G Downes and/or Miss Stephanie Downes.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to their own dentist immediately.

If the dentist is not available at the time, then the patient will be told when he or she will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

3. If the patient complains in writing the letter will be passed on immediately to:
Their respective dentist.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.



6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

The Health Inspectorate Wales HIW

Welsh Government
Rhydycar Business park
Merthyr Tydfil
CF48 1UZ
E: hiw@gov.wales
T: 03000628163

The Dentists' Registration Body

The General Dental Council
37 Wimpole Street
London
W1M 8DQ
T: 02071676000

Dental Complaints Service

Our opening hours are Monday to Friday 9am to 5pm
Phone: 020 8253 0800

British Dental Health Foundation Helpline: 0845 063 118

At Madoc Dental Care we do not tolerate violent or abusive patients towards our staff, it is our duty to provide a safe place of work for our employees. Our staff are committed to helping patients therefore when/if a patient is abusive they will no longer be seen here at the practice.

Our philosophy is that violence is unacceptable in any form and for whatever reason. It is the responsibility of every member of the practice to take reasonable care of his or her health and safety and of that of other persons who might be affected by his or her acts and omissions at work.

STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
Gordon Downes	Principal Dentist and practice owner	BDS 30 years' experience



Stephanie Downes	Principal Dentist and Practice Owner	BDS MFDS RCSEd 12 years' experience
Angela Smith	Dental Therapist	BSC Dental Hygiene and Therapy (Hons)
Lydia Bullock	Practice Manager and Dental Nurse	NEBDN 2011 7 years' dental experience 2 years Managerial experience
Jayne Lloyd	Receptionist	13+ years' experience
Carol Gerrard	Dental Nurse	28+ years' experience
Kerys Brassington	Dental Nurse	National Diploma December 2014 4 years' experience
Karen Joyce	Dental Nurse	NEBDN years' experience

PATIENTS VIEWS

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

We provide regular feedback surveys and analyse the results and make improvements as and when necessary.

The website has a feedback section for patients to leave comments which is utilised.

We have a google page where patient can leave their feedback.

We also have a Facebook page which patients can leave us a rating and can leave comments for us too.

DEVELOPMENT AND TRAINING

Arrangements for the appropriate development and training of employees.

The employees at Madoc Dental Care are kept up to date with their continued professional development. Across the 5 year cycles we attend training courses on a variety of courses including CPR, POVA, Child Protection, Radiation and Cross Infection. We also have regular staff meetings to discuss any improvements that may be necessary or and new ideas any members of staff have. We also have staff appraisals which is where we review each individual's progress.



OTHER ADDRESSES

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

Madoc Dental Care Ltd
3 Madoc Street
Llandudno
LL30 2TL

Contact information:
Tel: 01492 870525
Email: info@madocdentalcare.co.uk
Website: www.madocdentalcare.co.uk

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

The practice is over 2 floors, we have a downstairs reception area and treatment room. On the 2nd floor we have a further 2 treatment rooms and waiting area for patients. We have street parking outside for the patients and local car parks in the area for patients.

PATIENT RIGHTS AND RESPONSIBILITIES

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

It is the responsibility of the patient to attend the surgery on time for their appointment. Patients are expected to give 24 hours' notice if they are unable to attend their appointment, we do respect that circumstances do arise on the day which cannot be helped. Patients are given appointment cards and receive an appointment reminder via text message or e-mail. Informed consent is obtained prior to any treatment being undertaken, patients are provided with a treatment estimate indicating cost and proposed treatment. In the circumstances where treatment changes partway through the plan, a new treatment plan is given to patients. Patients have the opportunity to opt out of treatment at any stage. All options are given to the patient if there are multiple treatments available for them.

ACCESS TO PATIENT INFORMATION



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

Patient information is kept on the computers which is password protected. Only staff members with passwords can access this information. Patients have the right to have copies of their information if requested.

Date Patient Information Leaflet written	October 2017
Author	Lydia Bullock and Stephanie Downes



PATIENT INFORMATION LEAFLET REVIEWS

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

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