



Chapel
Street
Dental

Patient Information Leaflet

PATIENT INFORMATION LEAFLET

Name of establishment or agency	Rodericks Dental Partners Ltd Chapel Street Dental Practice
Address and postcode	15 Chapel Street Mumbles Swansea SA3 4NH
Telephone number	01792 368388
Email address	chapelstreetdental@rodericksdentalpartners.co.uk
Fax number	N/A
Name of Registered Manager	Rebecca Donne
Name of Registered Provider	Rodericks Dental Partners Ltd

Summary of the Statement of Purpose

We are very proud to offer comprehensive NHS treatments in every one of our practices across the UK. In addition, we provide private dental services, so whichever Rodericks Dental Partners practice you attend, you have the option to receive treatments on an NHS (within NHS regulations) or private basis.

We are committed to providing the best possible dentistry. Each member of our team is carefully selected, mentored and supervised to ensure we deliver the service you expect and deserve.

The services we offer:

Examination and oral health advice
Emergency appointments
Oral cancer screening
Fluoride application
Scale and polish with either a dentist and hygienist
Periodontal treatment
Composite and amalgam fillings
Whitening
Mouthguards and night guards
Acrylic and chrome dentures
Crowns
Bridges
Veneers
Inlays and onlays
Extractions
Intra oral x-rays
Invisalign

Opening Hours

Monday: 9am – 5pm
Tuesday: 9am – 5pm
Wednesday: 9am – 5pm
Thursday: 9am – 5pm
Friday: 9am – 5pm
Saturday: CLOSED
Sunday: CLOSED

The out of hours' number is on our telephone answering machine, our Practice website and on the front of the Practice entrance.

Dealing with Complaints

Our aim is to provide you with the highest possible standards of service and deal swiftly with any problems that may occur.

We operate a practice complaints and compliments procedure as required by the NHS and General Dental Council

Our Practice Manager or Receptionist can provide you with further information. Alternatively, our complaints information is freely available on the notice boards located in the waiting areas.

The designated person to handle complaints at this practice is: **Rebecca Donne**

Violence and Aggression

We are committed to ensuring that our teams managing direct relationships with the public (face-to-face, through emails, letters or telephone calls) are able to carry out their work free from aggression, abuse, violence, hate crimes and hate incidents, or anti-social behaviour from patients, their relatives or members of the public.

Where a patient, relative or member of the public is alleged to have carried out an act of violence, aggression or harassed a member of our team, we reserve the right to respond to the alleged incident, as deemed necessary in light of the circumstances, including involving the police where appropriate.

Staff Details		
Name	Position	Relevant qualifications / Experience
Rebecca Donne	Practice Manager/ RDN	GDC 256006 Diploma level 3 in dental nursing / Fluoride application
Katie Davis	Dentist	GDC 289191 BDS(Cardiff)
Anna Evans	Dentist	GDC 310004 BDS University of Bristol 2023
Maha Idris Ahmed Ali	Hygienist	GDC 318073 Registered under s36C of the Dentists Act 1984 2024
Sheila Doogan	Dental Nurse	GDC 119142 NEBDSA (1989)
Josephine Jones	Dental Nurse	GDC 141766 BADN Grandparent scheme- voluntary register
Kerry Morgan	Dental Nurse	GDC 141766 NEBDSA (1990)
Lauren Billingsley	Dental Nurse / Receptionist	GDC 119135 NEBDSA (1982) & oral Health Edu.
Victoria Murphy	Dental Nurse	GDC 324809 Diploma in Dental Nursing Level 3 QCF City & Guilds 2025
Suzanne Jones	Receptionist	

PATIENTS VIEWS

We gain patient feedback on the service we provide and treatments by carrying out an annual patient feedback survey on all of the Dentists, Hygienist and Therapists.

Patients are also encouraged to leave feedback using the following methods;

- Google
- Facebook
- Patient Surveys
- Suggestion box
- Working Feedback

DEVELOPMENT AND TRAINING

Rodericks Dental Partners Ltd have a subscription with Dentistry compliance where all employees can access online inductions and courses. All team members have access to courses via Health Education Improvement Wales via their Yr Ty Dysgu platform.

We are committed to ensure our teams complete appropriate training to include General Dental Council recommended topics such as Safeguarding, Infection control, CPR, Radiation, Fire safety, GDPR and Health and Safety as a minimum requirement.

We have trainee dental nurses at the practice registered with accredited providers.

We allow our employees to take reasonable time off for training and encourage them to progress supporting with post qualifications.

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

- Street parking available
- Display Opening times
- Answer machine message
- Disabled access
- Suitable surgery for a wheelchair

PATIENT RIGHTS AND RESPONSIBILITIES

Patient has right to:

- Access to urgent and emergency care during normal working hours
- Access for children under 18 years of age, if parents and carers are existing patients
- Access for children in temporary, foster and adoptive care.

Patient responsibilities:

- 24-hour notice for cancellations
- Keeping contact details up to date
- Notify changes of medication
- Attending regular appointments and on time

ACCESS TO PATIENT INFORMATION

- Patients have the right to access their own dental records
- Insurance companies paying for their treatment
- Police: Court order and criminal evidence Act (1984)
- HM revenue and customs
- Local Health Board
- Regulatory body

PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet written	01.11.20
Author	Rachel Thomas

Reference:	PIL2020
Name:	HIW Patient Information Leaflet
Issue Date:	01/11/2020
Last Reviewed	12/21 RT, 01/22 RT, 03/22 RT, 05/22 RT, 05/23 RT, 06/24 RT, 05/25 RT, 10/25 RT 05/06 RD
HIW notifies of changes	01/22, 05/22, 05/23, 06/24, 10/25
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Review Interval/Date:	Annually or earlier if new manager appointed or major change.
Department:	Compliance
Process Owner(s):	Head of clinical compliance