



West Quay
**Dental
Practice**

Patient Information Leaflet

PATIENT INFORMATION LEAFLET

Name of establishment or agency	Rodericks Dental Partners Ltd West Quay Dental Practice
Address and postcode	Hood Road Barry CF62 5QN
Telephone number	01446 734640
Email address	Westquay@rodericksdentalpartners.co.uk
Fax number	N/A
Name of Registered Manager	Elizabeth Williams
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
- Implants

Opening Hours

Monday:	08.00-17.30
Tuesday:	08.00-17.30
Wednesday:	08.00-17.30
Thursday:	08.00-17.30
Friday:	08.00-17.00
Saturday:	9.00-15.00
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: **Elizabeth Williams**

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.

Team Details		
Name	Position	Relevant qualifications / Experience
Elizabeth Williams	Practice Manager	As above
Patrick Daly	Dentist	GDC: 62023 BDS University of Bristol 1986 BDS(hons)
Sarah Lai	Dentist	GDC:194479 BDS(Hons)
Ashish Shah	Dentist	GDC:244745 BDS MFDDDS RCPS(Glas)
Alexandra Martins	Dentist	GDC:225488 LMD Lisbon 2011
Ivy Pang	Dentist	GDC:289087 BDS Cardiff University 2020
Sonam Sanghavi	Dentist	GDC: 26759 BDS Cardiff University 2015
Arjun Ubhi	Foundation Dentist	GDC 336343 Batchelor of dental surgery Cardiff University 2026
Nikhil Medriatta	Dentist	GDC: 318803 BDS University of Birmingham 2024
Katarzaryna Wojchowska	Dentist	GDC: 253505 BDS Poland
Martyn Cox	Implant dentist	GDC: 66930 BDS University of Bristol 1991 PhD University of Bristol 1989 BSc CNA 1983
Sekandar Khan	Dentist	GDC: 332962 LDS royal college of surgeons England 2025
Holly Black	Therapist	GDC:267028 BSc (Hons) Dental Hygiene and Dental Therapy Teesside University 2021 National Diploma in Dental Nursing NEBDN 2016
Cheryl James	Hygienist	GDC:6740 Diploma in dental hygiene University of Wales 2005
Cherazad Amer	Therapist	GDC: 303299 BSC Dental Hygiene and Dental Therapy Cardiff University 2022
Joelle Garmon	RND	GDC:176079 NVQ L3 Dental Nursing & VRQ L3 Dental Nursing City & Guilds 2009
Leanne Gallagher	RDN	GDC:273135 Diploma in Dental Nursing Level 3 QCF City & Guilds 2016
Aimee Seldon	Qualified nurse	GDC: 317455 Diploma in Dental Nursing Level 3 QCF City & Guilds 2023
Chloe Case	RDN	GDC: 327034 Diploma in Dental Nursing Level 3 QCF City & Guilds 2024
Jessica Dillon Warry	RDN	GDC 330960 National diploma in dental nursing 2025
Rebecca Fogarty	RDN	GDC: 334932 National diploma in Dental Nursing 2026

Katie Powell-Williams	Trainee Dental Nurse	NEBDN
Kate Herbert	Trainee Dental Nurse	NEBDN
Sian Morgan	Receptionist	
Chantal Simmons	Receptionist	
Chloe Watson-Wood Harney	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 team members can access online inductions and courses. All team members have access to courses via Health Education Improvement Wales via their Yt Y 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

- Car 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

Date Patient Information Leaflet written	01.11.20
Author	Rachel Thomas

PATIENT INFORMATION LEAFLET REVIEWS

Reference:	PIL2020
Name:	HIW Patient Information Leaflet
Issue Date:	01/11/2020
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