

## PATIENT INFORMATION LEAFLET

Name of establishment or agency	West Coast Dental Care
Address and postcode	326 Swansea Road Waunarlwydd Swansea SA5 4SQ
Telephone number	01792 873483
Email address	info@westcoastdental.co.uk
Fax number	
Name of Registered Manager	Martyn Thomas
Name of Registered Provider	West Coast Dental Care

### Summary of the Statement of Purpose

*Information to include:*

- *The kinds of treatment, facilities and all other services provided;*
- *Opening hours;*
- *Arrangements for urgent or out of hours care;*
- *Dealing with patients who are violent or abusive to staff;*
- *Dealing with complaints.*

### Welcome to West Coast Dental Care

On behalf of the dental team we would like to extend a warm welcome to you. Thank you for choosing West Coast Dental Care as your dental practice. Detailed in this leaflet is our practice information. Should you have any further questions about our practice, treatments or level of care please do not hesitate to speak to a team member who will be able to assist you.

The practice provides high quality Private dental care in a professional and caring manner. We understand the needs of our patients and we ensure that your treatment is carried out in complete confidence by highly trained staff, and that you are involved in decisions about your care every step of the way.

Our team are friendly, caring professionals who will make every effort to make your visit a comfortable and pleasant experience. We pride ourselves in helping to treat nervous patients.

### **Treatments available**

- General Dentistry
- Family Dentistry
- Hygiene Services
- Tooth Whitening
- Veneers, Crowns and Bridges
- Orthodontics including Cosmetic and Clear Braces
- Facial Aesthetics and Anti-Wrinkle Treatments
- Dental Implants
- Gum Surgery
- Management of Short Teeth
- Dental treatments assisted with the use of a Laser

### **We are always happy to welcome new patients**

We welcome new patients to the practice and are able to treat them on a Private basis. As well as our pay as you go fee list, our payment options include our own private membership scheme which enables us to provide you with the treatment and support necessary to control dental disease and restore your mouth to full fitness. We believe our membership plan is the best way for us to deliver the highest standard of care and save you money in the process. Please ask at reception for a current fee list and further details.

### **Appointment policy**

If you would like to make an appointment please telephone the practice and we will be happy to arrange a convenient time for you.

To ensure the smooth running of the appointment system you must give at least 24 hours notice if you wish to cancel an appointment. Our practice policy is that if, on more than one occasion, a patient fails to attend an appointment without good reason (or repeatedly cancels with less than 24 hours notice), then we may no longer be able to provide dental care for them and they risk being de-registered. A fee may also be applied for missed Private appointments. We will of course take any special circumstances into account.

Patients who are violent or abusive to practice personnel, to other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

### **Opening Hours**

Monday to Thursday 8.30 am – 5.00 pm

Friday 8.30 am – 2.00 pm

Saturday clinics by appointment only

The practice is closed for lunch from 1.00pm to 2.00pm every day except Friday.

326 Swansea Road, Waunarlwydd, Swansea, SA5 4SQ

E: [info@westcoastdental.co.uk](mailto:info@westcoastdental.co.uk) T:01792 873483

[www.westcoastdental.co.uk](http://www.westcoastdental.co.uk)

HIW Registered Provider: West Coast Dental Care – contact details as above

West Coast Dental Care Ltd, Registered in England and Wales, Company number: 9280009, Registered office: Suite 2D, Building 1, Eastern Business Park, St Mellons, Cardiff, CF3 5EA

### **Dental emergencies**

Should you have a dental emergency outside of the practice opening hours, please call 111. This is a free-to-call non medical-emergency number. They will be able to assist you with your dental emergency.

If you are a Dental Plan member, you can also call 0808 169 8117 for further advice and assistance

Information about local NHS dental services can be obtained from Swansea Bay UHB.

### **Recalls and reminders**

At the end of a course of treatment, your dentist will discuss with you when you need to visit a dentist again. We will advise you to attend as often as needed to keep your teeth and gums healthy and this period may vary from three to twelve months. Please let us know if your contact details or medical history has changed since your last visit. Whilst the practice will send out recall and appointment reminders using text and email (with the patient's consent), it is still the patient's responsibility that they make their appointment and attend for their recommended recall visit.

### **Patient feedback and satisfaction**

We aim to involve our patients in all that we do, involving you in both how we deliver services and in decisions about your own treatment and oral health.

You can make your views known by using one of the suggestion slips on our Feedback Station in reception. We also conduct regular Patient Satisfaction Questionnaires. We act on all feedback received and ensure that patients are aware of changes made as a result of recent suggestions by displaying Patient Feedback Bulletins on our Feedback Station. For more serious matters you are able to express your concerns using the Practice Complaints Procedure.

We aim to provide high quality patient care and want your experience at the practice to be as comfortable and stress free as possible. However, if you have not been completely satisfied or wish to make a complaint, please contact our practice Complaints Manager, Lucy Thomas on 01792 873483, who will be able to assist you in resolving any difficulties encountered. For further information please ask at reception or see our practice website.

### **Methods of payment**

We accept the following methods of payment at the practice: cash, cheque and all major credit and debit cards.

We kindly ask that patients settle their bill at the end of each appointment.

### STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
Martyn Thomas	Principal Dentist, Registered manager and Responsible Individual	BDS Wales 1999 (GDC no. 75993)
Lisa Thomas	Dentist	BDS Wales 2004, MFDS RCS, Dip Imp Dent (GDC No. 83374)
Rebecca Williams	Dentist	BDS Bristol 2011 (GDC No. 212656)
Rita Marinho	Dentist	LMD Egas Moniz, Lisboa 2016 (GDC No. 272328)
Abbey Rodrigues	Dentist	BDS Wales 2023 (GDC No. 309475)
Courtney Freeguard	Hygienist	Diploma in Dental Hygiene 2025 (GDC No. 256206)
Catrin Jones	Therapist	BSc Oral Health Science Hyg Therapy (GDC No. 281556)
Lucy Thomas	Assistant manager	MSc, ILM Level 3 Certificate
Fran Bartlett	Senior Dental Nurse	
Helena Reardon	Senior Dental Nurse	
Laura Watts	Dental Nurse Receptionist	
Chloe Evans	Dental Nurse	
Shannon Rees	Dental Nurse	
Alisha Baker	Dental Nurse	
Ceri Attanoos	Dental Receptionist	
		We have a dedicated team of clinicians, dental nurses and support staff. All are committed to providing high quality patient care.

## PATIENTS VIEWS

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

NB: - see **Patient feedback and satisfaction**, earlier on in form

## DEVELOPMENT AND TRAINING

*Arrangements for the appropriate development and training of employees.*

### **Training and development**

The practice takes its role in the training and development of its staff and team seriously. We are involved in the training of dental nurses and encourage the development and progression of qualified dental nurses and dentists as they look to further their skills. All of our qualified dental professionals are GDC registered and undertake continuing professional development (CPD) to maintain their registration.

Our practice is a member of the **BDA Good Practice Scheme** – a leading quality assurance framework. This means that our practice is committed to keeping up to date with, and providing quality dental care to nationally agreed standards of good practice in order to provide the best care for you – our patients.

## 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.*

n/a

## ARRANGEMENTS FOR ACCESS TO THE PRACTICE

### **For the less able**

We endeavour to see all patients and our practice has been designed so patients with disabilities can access care. We have downstairs easy access surgeries and disabled toilet facilities. We have a priority disabled parking space outside the practice and if you ring the practice to let us know you are coming we shall make sure it is free.

### **How to find us**

By car: Parking is available outside the practice and on nearby side streets. When parking please show consideration for local residents.

By bus: There is a bus stop outside the practice for the following routes 15,17,400,404

## PATIENT RIGHTS AND RESPONSIBILITIES

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

### **Patient's rights and responsibilities**

**In our practice you are entitled to:** be treated with courtesy and respect and to have your views listened to; a thorough examination of your mouth,

teeth and gums; a full explanation of your treatment options; a written treatment plan with costs; advice on how to keep your teeth and gums healthy; information about this practice and the services available; make a complaint if you are not happy with your treatment and care.

**In return, we would like you to:** participate in your dental treatment and follow your dentist's advice about prevention and diet that we have asked you to continue at home; arrive on time for your appointment or give at least 24 hours notice if you are unable to keep your appointment; pay your bill promptly; treat our staff with courtesy and respect – they will do their best to help meet your needs.

## 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 Confidentiality**

We take patient confidentiality seriously at West Coast Dental Care and all personal information is treated in the strictest confidence. Only the practice members of staff have access to patient information – their names are listed on the previous page. All our patient records are securely stored at our practice and no information will ever be released to a third party without your express permission. We have a strict confidentiality policy – no team member shall knowingly misuse any confidential information or allow others to do so.

**Date Patient Information Leaflet written**

Original in 16/10/17

**Author**

Martyn Thomas

**PATIENT INFORMATION LEAFLET REVIEWS**

Date Patient Information Leaflet reviewed	14/02/24
Reviewed by	Martyn Thomas
Date HIW notified of changes	18/02/24

Date Patient Information Leaflet reviewed	30/10/25
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Reviewed by	Martyn Thomas
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