# Patient rights

We will provide patients with the standard of care we would expect for ourselves. We will communicate with patients in a courteous and professional manner and always provide you with full information about our services. You will always receive a treatment plan and we will only provide treatment you have consented to. We will keep our knowledge up to date and always inform you of any changes in polices at the practice.

# How to find us

We are located opposite the Flying Start Playgroup building, off the main Heol Canola Road in Sarn, with easy access from the M4 via the A4061.

Practice Information

Practice Information Leaflet 02.04.2024

# Patient Responsibilities

We would like you to participate in your dental care especially any advice of prevention or diet that will improve your dental health. Prompt attendance is appreciated, although we realise this is not always possible. We will always do our best to keep to time, we hope you can help us do this by attending on time also. Please always treat our staff courteously as they will always do their best to meet your needs.

# Emergency Care

We aim to offer same day appointments to patients in pain or with urgent dental problems. Should an emergency occur outside of practice hours, you can access care or advice from:

* NHS Dental Hub on 0300 123 5060
* Denplan 07908 729166/0800 84 49 99/abroad: +441962844999
* Private Patients 07908 729166

# Our Team

The whole practice participates in continued learning to provide the best care we can for all patients, to stay abreast of new techniques and practices, to be a happy and fulfilling place to work and to have at core a philosophy of learning and excellent patient care. Our training needs are identified through regular appraisals and all team members have personal development plans as well as fulfilling GDC requirements for continuing professional development.

**Registered Manager/Provider/Principal Dentist:**

Christian Hoes, BDS U Wales 2011, GDC no. 210332

**Dental Therapist:** Rhiannon Moore, Dental Hygiene and Dental

Therapy BSc Cardiff 2021, GDC no. 295665

**Management:** Mariah Cassam, Practice Manager NVQ level 3 Dental Nursing GDC no. 280319

**Nursing Team/Reception:**

Lois Cocks, C&G Level 3 Diploma in Dental Nursing. Seren Hopkins, Trainee Dental Nurse. Lexy Coles, Trainee Dental Nurse. Molly Honeywell, Trainee Dental Nurse.

# Other Useful Information

Cwm Taf Morgannwg University Health Board (UHB) Dewi Sant Hospital, Albert Rd, Pontypridd CF37 1LB

Tel: 01443 468222

**Operates from:**

**Vale View, Canola, Sarn Bridgend,**

**CF32 9TY**

**reception@valeviewdentalcare.co.uk** **Tel: 01656 721145**

**Welcome**

We would like to welcome you to Vale View Dental Care and thank you for choosing us as your dental care provider. Our aim at all times is to provide dental care of consistently high quality, for all patients. Many of our patients choose this practice because a friend or relative has recommended us to them. This is the best compliment we can be paid and hope that you find visiting the practice a pleasant experience. We have a fixed allocation of NHS funding from Cwm Taf Morgannwg University Health Board (UHB) to provide treatment. We also offer private care, and provide Code dental membership, an independent dental health care system as an option for patients to spread the cost of dental treatment. If you would like to make an appointment, please telephone the practice and we will be happy to arrange a convenient time for you.

# Your Dental Heath

Good dental health for you and your family is our aim. Care of your teeth at home, combined with help and advice from your dentist and hygienist makes this possible for you. The preventative approach is designed to reduce the need for dental treatment for patients of all ages. We hope you will work with us to achieve this.

 We screen all patients for mouth cancer at routine check-ups. We ask patients about tobacco and alcohol use because they increase your oral cancer risk. We will ask you about your general health, and about any medicines being taken. This helps us to treat you safely and do all we can to look after your general health. We keep all information about you confidential. Please remember to bring an up-to-date list of medications if you take any.

# Our Practice Services

We offer a comprehensive range of general, preventative and cosmetic dentistry, including tooth whitening, white fillings and removable/fixed orthodontic treatment for adults and children. Our dental therapist is trained in all aspects of dental care, including scaling and polishing teeth and to give up to date advice on promoting oral health and preventing gum disease. When we feel it is in your best interest, we may suggest a referral to a particular specialist i.e. for complex root canal treatment, gum disease management or for dental implants.

# Confidentiality

Only clinical staff and the Practice Manager have access to patients’ information.

#  Treatment

In proposing treatments, we will do our best to ensure your dental care meets your individual needs. We will explain treatment options and costs, so that you can make an informed choice, giving you time to discuss and consider alternatives. We will always explain what we are doing. You will receive a written estimate of treatment planned and costs. Contamination control is also essential to the safety of our patients. Every practice member receives training in practice systems for contamination control. The practice operates a recall system to ensure you receive routine care at regular intervals.

# Nervous Patients

Fear of dentists is something that at Vale View Dental Care we are very aware of. Many people are so anxious of visiting a dentist that their teeth and gums deteriorate as a result. We offer a warm welcome to nervous patients. With modern dentistry there are many techniques that we can use to help make your visit more pleasant. You have no need to be embarrassed about any problems you may have with your teeth, we will endeavor to do all we can to put you at ease.

# Access

Our aim is to deliver care for all patients whatever their needs. There is disabled access and on-site parking to the rear of the building for those with mobility issues. We would be grateful if you could let us know in advance if you need to use the rear entrance. We also have a ground floor toilet and a knee-break dental chair in our ground floor surgery. Referrals can be made to the CTM Community Dental Service for patients whose disability requires specialist facilities. If you have any queries regarding access, please contact reception.

# Appointments

We have a cancellation policy to ensure smooth booking of appointments and to enable for our time to be used efficiently.

It is practice policy that you give 2 working days’ notice to cancel appointments. This enables us to refill the now vacant slot and offer the appointment to someone else. We understand that occasional illness or emergencies occur, and you may not be able to give as much notice in these instances.

Time is reserved in our schedule for you, and we ask that you are considerate when needing to alter an appointment. NHS patients who fail to attend or cancel within the notice period, may not be offered any further appointments at this practice. For all other patients, a fee may be charged if you are unable to give adequate notice of cancellation or fail to attend an appointment.

# Payments

Payment will be requested at time of booking your appointment or taken in advance of any forthcoming treatment. Where laboratory work is involved, the full cost needs to be paid before your final visit. Our preferred payment method is credit/debit card; however, we do accept cash at reception. Dentistry can be made more affordable through our interest free credit facilities provided by Tabeo finance. If you want to discuss any aspect of dentistry, please phone and speak to the management team.

# Comments and Complaints about our service

At Vale View Dental Care we welcome any comments or ideas on the quality of care we provide. We regularly ask patients for their views on our services. We carry out regular patient satisfaction surveys and new patient surveys. You may also leave comments on our website or in our “comments and suggestions” box at reception. We have systems for dealing promptly with patient complaints and for ensuring that lessons are learnt from any mistakes that we make. Our system meets national criteria. Please ask reception for details of our practice complaints procedure.

# Confidentiality and Patient Information

All information about our patients is treated with the strictest confidence in accordance with our practice policy. Staff with access to your records are detailed in the ‘Our Team’ section of this leaflet.

A copy of our confidentiality and data protection policy can be obtained by asking at reception. Written requests for personal information may be sent to the practice or emailed to reception@valeviewdentalcare.co.uk. Our Freedom of Information Act for the NHS services publication scheme details how other information can be obtained. If you have any queries, please ask our reception team for details.

# Abusive or Violent Behaviour

Please treat our staff with the respect you expect from us. Harassment of our dental team will not be tolerated. Action may be taken against patients who are aggressive towards the team. You may be deregistered from the practice and Cwm Taf Morgannwg University Health Board informed. Harassment includes violence or abuse, including using offensive language.

# Opening Hours

Mon, Tues, Thursdays 9.00am to 5.30pm (Lunchbreak 1 - 2 pm)

Wednesdays 9.00am to 6.pm (Lunchbreak 1 - 2 pm)

Fridays 8.30am to 2.00pm