



Park Place
Dental Practice

PATIENT INFORMATION LEAFLET

Name of establishment or agency	Park Place Dental Practice
Address and postcode	Lower Ground Floor, 3-4 Park Place Dental Practice, Cardiff CF10 3DP
Telephone number	029 2037 3831
Email address	reception@parkplacedental.co.uk
Registered Manager	Mr Omar Parvaiz c/o Park Place Dental Practice, Lower Ground Floor, 3-4 Park Place, Cardiff CF10 3DP Tel: 029 2037 3831 / 029 2038 4566 Email: omar@parkplacedental.co.uk
Registered Provider	Mr Omar Parvaiz c/o Park Place Dental Practice, Lower Ground Floor, 3-4 Park Place, Cardiff CF10 3DP Tel: 029 2037 3831 / 029 2038 4566 Email: omar@parkplacedental.co.uk

Summary of the Statement of Purpose

The kinds of treatments, facilities and services provided to all patients (NHS & Private):

- Complete dental examinations and diagnosis of disease including x-rays
- Preventive dentistry (e.g., cleanings, oral hygiene instruction, fluoride treatments, Fissure sealants)
- Restorative dentistry (e.g., fillings, crowns, veneers, bridges, dentures)
- Endodontic treatment (e.g., root canal)
- Periodontal treatment (e.g., gum treatment)
- Surgical treatment (e.g., extracting teeth, oral surgery)

Private Treatments

- Cosmetic treatments (e.g., stain removal, bleaching of teeth)
- Facial Aesthetics (e.g., Botox injections)
- Mouthguards
- Orthodontics (correcting the of alignment of teeth)

Opening hours.

Monday – Wednesday: 8.00am - 6.30pm, Thursday: 8.00am - 5.00pm, Friday: 8.00am – 2.00pm
Saturday - Sunday: Closed



Park Place
Dental Practice

Arrangements for urgent or out of hours care:

During Office Hours:

- Emergency slots are kept in our diary every day, late morning, and afternoon, to enable patients who have an emergency to be seen at short notice.
- Patients are also advised when they are seen in surgery to phone the practice if they have any further problems.
- We have 4 dentists and 1 Hygienist - who have a broad scope of practice, which gives patients the ability to access emergency care when needed.
- Patients can phone the practice during our opening times or leave an answerphone message when we are closed, and we will phone them back.

Out of Hours:

- Patients needing to access emergency dental services are advised of the out of hours emergency number on the Practice Leaflet [NHS] and Practice Leaflet [Private].
- Patients can phone the practice and listen to a pre-recorded message that explains how they can access emergency out of hours care and gives them the phone number to access this.

Dealing with patients who are violent or abusive to staff.

- Staff receive guidance on how to interact with patients to help reduce possibility of patients becoming angry or aggressive and on what to do if a patient become violent. This is outlined in our 'Zero Tolerance on Violence & Aggression Policy'.
- We advise patients on their Practice Leaflet that we expect patients to behave respectfully and courteously toward our staff and other patients, for them to be seen at our practice. The Practice Leaflet also informs patients we have a zero tolerance of violence & aggression, and this behaviour will result in the patient being asked to leave the practice, being refused further treatment at our practice, and possibly being reported to the police. It advises that if refused access, due to being violent/aggressive, the LHB will be informed we cannot offer further treatment to the patient for these reasons.
- Patients are provided with our 'Refusing Access to Patients Policy' which is available on our website and on request at reception.
- Staff are given guidance on communicating with patients who feel they have cause to complain as part of Complaints Handling to help resolve conflicts.

Dealing with complaints.

- We display our Complaints Policy in reception in English and Welsh.
- We invite patients to make a complaint if they are unhappy about anything, on our TV display in reception.
- Copies of our Complaints Policy (in English & Welsh) are available for patients on request at reception and are available on our website.
- Staff are given written guidance on how to communicate with patients who feel they have cause to complain as part of Complaints Handling to help resolve conflicts.

Patient Complaints Procedure (Wales)

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively, and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow



Park Place Dental Practice

us to address your concerns promptly. We accept complaints made verbally as well as written complaints. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the local Health Board by calling 029 2183 6197.

Omar Parvaiz is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 2 working days and will aim to provide a full response in writing within 30 working days.

You can send your complaints to *Lower Ground Floor, 3-4 Park Place, Cardiff, CF10 3DP*, call us on *029 2038 4566* or email the Complaints Manager on reception@parkplacedental.co.uk.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions, and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

Contacts

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

If you feel that the practice isn't meeting its duties regarding the Welsh language you can raise your concern with the Welsh Language Commissioner by calling 0845 6033 221 or visiting <http://www.comisiynyddygydraeg.cymru>.

If you would like support or advice regarding your NHS complaint you can contact the local Community Health Council by calling 029 2075 0112. If you are still unhappy about your NHS complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting www.ombudsman-wales.org.uk.

You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales: Address: Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ, Phone: 0300 062 8163, Email: hiw@gov.wales

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000.

Displayed in reception and on our website in English & Welsh. Also available in English or Welsh on request at reception.



Park Place Dental Practice

STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
Omar Parvaiz	Dental Surgeon	Bachelor of Dental Surgery
Mark Hill	Dental Surgeon	Bachelor of Dental Surgery Associate of King's College. Licentiate in Dental Surgery Royal College of Surgeons Diploma In General Dental Practice, Faculty of General Dental Practice. Master of Science – Fixed and Removable Prosthodontics. Certificate in Dental Health Services Leadership and Management. Faculty of General Dental Practitioners
Amy Bellis	Dental Surgeon	Bachelor of Dental Surgery
Saahir Zaman	Dental Surgeon	Bachelor of Dental Surgery
Vanda Budski	Dental Hygienist	Diploma in Dental Hygiene
Shaunna Carroll	Registered Dental Nurse	Certificate of Health (Dental Nursing) Level 3
Ffion Gregson Lewis	Registered Dental Nurse	Diploma in Dental Nursing Level 3
Heather Swambo	Registered Dental Nurse	NVQ L3 Oral Health Care: Dental Nursing & Indp Asses NEBDN
Alis Fleming	Registered Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds
Sushmita Ghale	Registered Dental nurse	Diploma in Dental Nursing NEBDN

PATIENTS VIEWS

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

1. We email patient feedback forms to clinician's patients asking for feedback on their previous appointment and for their suggestions.
2. We invite patients to give us feedback on our 2 TV displays in reception.
3. We have a Facebook page which allows patients to write reviews or make comments.
4. We speak with our patients directly, in surgery or reception, asking for their opinions/thoughts/suggestions.
5. Patients receive automated feedback/review request via SOE post treatment complete.
6. We review all feedback from the above channels and patient complaints, at our staff meetings and we agree changes as needed.
7. We have a meeting room where patients can speak to us in a more private setting.
8. We keep in reception 1: 'Patient Education Leaflets' Folders which explains all our treatments & patient education re home care. 2: 'Patient Policies Folder' outlines all operational arrangements-include spare Feedback, Consultation & Complaints forms. *
9. We make available patient feedback forms, consultation Forms & comments box in reception. *
10. 'Patient Feedback Forms' & Patient Consultation Forms' also available on our website.
11. We carry out patient consultation with patients who have a disability, asking for suggestions on how we could better meet their needs. These forms are also available for patients at reception. *
12. We have a comments book in reception in which patients may make comments or suggestions. *

* All hard copy patient material suspended, temporarily, whilst working under WCDO COVID SOPs.



Park Place
Dental Practice

DEVELOPMENT AND TRAINING

Arrangements for the appropriate development and training of employees.

- Staff undertake a formal induction on commencement of a new employment, rotating through each key practice area & are given time, when they are supernumerary, to read practice policies and procedures.
- New staff are allocated a mentor.
- Staff have annual appraisals.
- Practice finances & organises full team training e.g. CPR, Medical Emergencies, Infection Control, H&S training.
- Practice finances an on-line Isopharm training practice account, which gives all DCPs, reception and manager access to an on-line personalised educational account which enables staff to formulate their Personal Development Plans and provides them with all their verifiable CPD requirements.
- Practice has been registered with eLearning Wales and staff have full access to a wide range of verifiable on-line courses.
- Practice finances any course that has been identified at staff appraisals as being of benefit to staff in their role or beneficial for practice development e.g. radiography training.
- Omar Parvaiz is member of various professional bodies which issue informative journals & magazines. These are all kept in the practice and made available to all staff.
- Practice has a staff library, which contains a wide range of books on all aspects of dentistry, dental nursing, periodontics, patient & practice management issues.
- Practice finances any books staff feel would be of benefit to them in practice. These are then kept in our staff library to allow all staff access to them.
- Practice has monthly team meetings which enable the team to discuss any new guidelines or changes to regulations, legislation or procedures, any training needs etc.
- Practice is a member of Confederation of Dental Employers (Agilio), so has access to a full range of practice development tools and templates. All policy and procedures are updated as required and all staff are required to refresh their knowledge of practice policy & procedures annually and as updated.

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



Park Place
Dental Practice

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

1. Patients can phone the practice during our opening hours and speak with us directly.
2. Patients can come into the practice during our opening hours and speak with us directly.
3. Patients can email us at reception@parkplacedental.co.uk and our receptionist phones the patient back or emails them, whichever is their preference.
4. Patients can write to us at our practice address, and we respond to the patient.
5. Patients can message us on our Facebook page. This is monitored during the evenings and weekends, and we contact the patient back by their preferred method of communication.
6. Patients can phone the practice out-of-hours and listen to our answerphone which advises them how to access emergency out-of-hours treatment.
7. Patients can leave a voicemail for us which we listen to when the practice re-opens and we then contact the patient.
8. We ascertain our patients' personal preference regarding their means of communicating with our practice, i.e., text, email, phone, letter. We document their preferences in their patient records, and we use their chosen preference.
9. We use Language line when needed.
10. We document if patients have designated carers who assist them in accessing the practice and we liaise with the patient and their carer as needed.
11. Our practice is all on ground floor level and allows full access for people with mobilities disabilities.

PATIENT RIGHTS AND RESPONSIBILITIES

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

Patient Rights

Patients are informed on their Practice Leaflet that when they attend our practice as a patient we will always:

- Provide quality dental care which secures & maintains their oral health.
- Give them clear & understandable explanations, their treatment options & care needs.
- Safeguard their wellbeing whilst in the practice.
- Respect & safeguard their right to confidentiality.
- Adhere to the highest standards of cross infection control.
- Communicate with them in a courteous, honest, and professional manner.
- Provide their care in a friendly, relaxed, and stress-free environment.
- Refer them for specialist advice if/when needed.
- Strive to see them promptly & keep you informed of any delays.

We also give our patients an overview of any practice procedures, standards & policies that relates to their care. Also, as patients have a right to engage with their care, we invite our patients to complete feedback and consultation forms.

The following policies and forms are available for patients on our website and on request at reception.

- Patient Information Leaflet
- Information Publication Scheme
- Data Protection & Information Security Policy
- Privacy Policy (Adults)
- Privacy Policy (Child)
- CCTV Policy



Park Place Dental Practice

- Equality, Dignity & Human Rights Policy
- Disability Access Policy
- Children & Adults at Risk Safeguarding Policy
- Child Safety Policy
- Patient Care & Experience Policy
- Patient Satisfaction Policy
- Confidentiality Policy
- Patient Complaints Procedure

The following policies are available for patients on request in reception

- Appointments Policy
- Practice Payment Policy
- Recalls Policy
- Out-of-hours Policy
- Patient Acceptance for NHS Treatment Policy
- Refusing Access to Patients Policy
- Zero Tolerance of Violence & Aggression Policy
- Medical History Policy
- Consent Policy
- Patient Referral Policy
- Chaperone Policy
- Health & Safety Policy
- Infection Control Policy
- Serious Incidents Policy
- Safety Incident Reporting Policy
- Patient Consultation Forms
- Patient Feedback Forms

Keeping Appointments

Patients are advised of our appointment Policy as follows:

- All patients are emailed a copy of our Appointments Policy on first attending the practice and they can request a copy of this at reception.
- New patients are given a copy of our 'Late Cancellation/Failure to Attend Policy' when they attend the practice for the first time. New patients are also advised of our appointment policy if they phone the practice to make their first appointment.
- We email or write to any patients who cancel late or fail to attend their appointment outlining our appointment policy and the consequences of missing their appointments.
- Patients are advised of our Appointment policy on our rolling PowerPoint displayed on reception TV monitors.

Appointments Policy Summary

In our practice, we will

- Communicate with patients in a courteous, friendly, professional manner
- Make sure that patients receive full information about our services, their treatment, and its cost
- Provide patients with contact details on how to contact emergency dental care during out of hours, on, our telephone answerphone message, Practice Leaflet, Practice Entrance.
- Refer patients for further professional advice and treatment where appropriate.



Park Place Dental Practice

In our practice, we will

- Manage our appointments system so that treatment appointments are booked in a timely fashion.
- Ensure patients should not wait no longer than 30 minutes to be seen. Where there is a further delay, we will keep the patient updated & explain the reasons for any delay.
- Monitor our waiting times for (i) treatment and (ii) for booking appointments
- Provide as much notice as possible when appointments must be changed or cancelled and explain the reasons
- Advise patients if there is a change of dentist.
- Recall or patients in keeping with NICE Guidelines.

In return, we would like you to

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment.
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we can contact you.

Cancelling your appointment

- All patients are requested to give at least 24 hours' notice to cancel a dental appointment.

NHS Dental Appointments

- New NHS patients who miss or cancel their appointment late (i.e., less than 24 hours' notice) or fail to attend their appointment on **ONE** occasion in the first six months of treatment, will not be offered any further appointments at the practice.
- Thereafter, existing NHS Patients who miss or cancel their appointment late (i.e., less than 24 hours' notice) on **TWO** occasions within a one-year period, will not be offered any further appointments at the practice.

Private Dental Appointments

- Patients, who have private dental appointments under 1 hour in duration are asked to give 24hrs' notice of cancellation. If the private appointment is over 1 hour in duration, patients are requested to give 3 days' notice of cancellation. Without this notice and for missed private appointments we reserve the right to charge £120 per hour for any lost clinical time.
- **Cancellations should be made by telephone on 029 20373831 or email reception@parkplacedental.co.uk**
- Appeals about missed or cancelled appointment decisions by a patient should be made in writing to Mrs Sarah Hill (Practice Manager).

Patient Responsibilities

Patients are also informed on the Patient Leaflet that our dental team are happy to provide on-going treatment for them if they:

- Attend for their dental check-up exams as advised by the dentist.
- Attend their appointments on time.
- Give 24 hours' notice if they are unable to attend an appointment.
- Pay for their treatment, in advance of commencing dental treatment.
- Work with us to improve or maintain their oral health by acting on any homecare advice given.
- Behave in a courteous and respectful fashion to the dental team and other patients in the practice.
- Inform us of any change of personal details or medical status.



Park Place
Dental Practice

ACCESS TO PATIENT INFORMATION

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

These are outlined in our Data Protection and Information Security Policy M 233-DPT (see below). Patients can also access this policy on our website or request a copy of it at reception.

Data Protection and Information Security Policy

This practice is committed to complying with the Data Protection Act 2018, the General Data Protection Regulation (GDPR), GDC, NHS and other data protection requirements relating to our work. We only keep relevant information about employees for the purposes of employment and about patients to provide them with safe and appropriate health care. This policy should be read in conjunction with Data Protection Overview (M 216) and the other related policies and procedures at the end of this policy. All data protection and information security policies procedures and risk assessments are reviewed annually in iComply.

The person responsible for data protection and information security is the Information Governance Lead, *Sarah Hill*.

Our lawful bases for processing your personal data are listed in our Privacy Notice (M 217T).

Consent

The practice offers individuals real choice and control. Our consent procedures put individuals in charge to build patient trust and engagement. Our consent for marketing requires a positive opt-in, we don't use pre-ticked boxes or any other method of default consent. We make it easy for people to withdraw consent, tell them how to and keep contemporaneous evidence of consent. Consent to marketing is never a precondition of a service.

Data protection officer (DPO)

NHS practices: Our DPO is the Information Governance Lead, Omar Parvaiz.

Pseudonymisation

Pseudonymisation means transforming personal data so that it cannot be attributed to an individual unless there is additional information.

- Pseudonymisation – the data can be tracked back to the original data subject
- Anonymisation – that data cannot be tracked back to the original data subject

Examples of pseudonymisation we use are:

- We never identify patients in research, patient feedback reports or other publicly available information
- When we store and transmit electronic data it is encrypted, and the encryption key is kept separate from the data

Data breaches

We report certain types of personal data breaches to the relevant supervisory authority within 72 hours of becoming aware of the breach, where feasible. If the breach results in a high risk of adversely affecting individuals' rights and freedoms, we also inform those individuals without undue delay. We keep contemporaneous records of any personal



Park Place
Dental Practice

data breaches and whether we need to notify. For our data breach notification procedures see Information Governance Procedures (M 217C).

Right to be informed

We provide 'fair processing information', through our Privacy Notice (M 217T) and the Privacy Notice for Children (M 217TC), which provide transparency about how we use personal data. These are available on our website and from the practice.

Your data rights

Right of Access

Individuals have the right to access their personal data and supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing. If an individual contacts the practice to access their data they will be provided with, as requested:

- Confirmation that their data is being processed
- Access to their personal data
- Any other supplementary information about your rights as found below and in our Privacy Notices (M 217T) and (M 217TC)

Right to erasure

The right to erasure is also known as 'the right to be forgotten'. The practice will delete personal data on request of an individual where there is no compelling reason for its continued processing. The right to erasure applies to individuals who are not patients at the practice. If the individual is or has been a patient, the clinical records will be retained according to the retention periods in Record Retention (M 215) and after the periods stated can be deleted upon request.

Right of rectification

Individuals have the right to have personal data rectified if it is inaccurate or incomplete.

Right to restriction

Individuals have a right to 'block' or suppress the processing of their personal data. If requested, we will store their personal data but stop processing it. We will retain just enough information about the individual to ensure that the restriction is respected in the future.

Right to object

Individuals have the right to object to direct marketing and processing for purposes of scientific research and statistics.

Data portability

An individual can request the practice to transfer their data in electronic or another format.

Privacy by design

We implement technical and organisational measures to integrate data protection into our processing activities. Our data protection and information governance management systems and procedures take Privacy by design as their core attribute to promote privacy and data compliance.



Park Place
Dental Practice

Records

We keep records of processing activities for future reference.

Privacy impact assessment

To identify the most effective way to comply with their data protection obligations and meet individuals' expectations of privacy we review our Privacy Impact Assessment annually in iComply using the Sensitive Information Map, PIA and Risk Assessment (M 217Q).

Information security

Information Governance Procedures (M 217C) includes the following information security procedures:

- Team members follow the 'Staff Confidentiality Code of Conduct', which clarifies their legal duty to maintain confidentiality, to protect personal information and provides guidance on how and when personal or special category data can be disclosed
- How to manage a data breach, including reporting
- A comprehensive set of procedures, risk assessments and activities to prevent the data we hold being accidentally or deliberately compromised and to respond to a breach in a timely manner
- The requirements and responsibilities if team members use personal equipment such as computer, laptop, tablet, or mobile phone for practice business

Regular review

This policy and the data protection and information governance procedures it relates to are reviewed annually with iComply.

Date Patient Information Leaflet written	10 th January 2023
Author	



Park Place
Dental Practice

PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	31 st January 2019
Reviewed by	Sarah T. Dunn
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	21 st March 2019
Reviewed by	Sarah T. Dunn
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	12/10/21
Reviewed by	Sarah T. Dunn
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	10/03/21
Reviewed by	Sarah T. Dunn
Date HIW notified of changes	

Date Patient Information Leaflet reviewed	17/01/22
Reviewed by	Sarah T. Dunn
Date HIW notified of changes	17/01/22

Date Patient Information Leaflet reviewed	10/01/23
Reviewed by	AD
Date HIW notified of changes	16/01/23