RHIWBINA DENTAL

PATIENT INFORMATION LEAFLET

Rhiwbina Dental Surgery Limited

The Pines

Heol Y Forlan

Whitchurch

Cardiff

CF14 1AX

Tel: 029 20626551

E: reception@rhiwbinadental.com

www.rhiwbinadental.com

Registered Manager: Mrs S Jane Lewis & Mrs Nia Evans

Registered Provider: Professor NCA Claydon

Updated November 2026

RHIWBINA DENTAL

Summary of Statement of Purpose

Aims and objectives of the establishment or agency

The practice philosophy at Rhiwbina Dental is to treat other people as we wish to be considered ourselves.

The staff at Rhiwbina Dental are extremely proud of our practice and the high standards that we set ourselves in all areas of dentistry.

We know that private patients have a great deal of choice for their dental care and we greatly appreciate the commitment that our patients show to us in allowing us to care for them. With that in mind, we've ensured we offer an unrivalled level of specialist dental care in our area, from oral surgery and restorative dentistry to root canal therapy and periodontics.

Rhiwbina Dental sits at the forefront of modern clinical practice. Our highly qualified dentists lecture nationally and internationally and are actively involved in clinical research. This not only provides an exciting dimension to the practice, but also allows us to better understand and improve the treatments for conditions relevant to our patients.

Our practice is equipped with state-of-the-art technology and is considered the go-to for dental referrals in the region, with many local family dentists trusting us to guide their patients smoothly through advanced and specialist procedures.

What all this means for you, the patient, is that you have access to an unrivalled range of specialist dental care with a high-tech, minimally invasive approach. You can feel confident that your treatment at Rhiwbina Dental will be as quick, comfortable and convenient as possible, while delivering the long-term results you really want.

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SERVICES / TREATMENTS / FACILITIES

Services provided are:

- Routine Dental Care
- Emergency Care
- Dental Hygiene & Therapy
- Teeth Whitening
- Smile Makeovers
- Facial Rejuvenation
- Dental Implants
- Oral Surgery
- Specialist Periodontics
- Specialist Endodontics
- Specialist Restorations
- CBCT Scanning
- Plasma Rich in Growth Factors
- Invisalign

ARRANGEMENTS FOR VISITING / OPENING HOURS

The Practice is open:

Monday: 8am-8pm
Tuesday: 8am-8pm
Wednesday: 8am-8pm
Thursday: 8am-8pm
Friday: 8am-5pm
Saturday: 8am-4:30pm

Rhiwbina Dental Surgery provides an on-call emergency service for our Private and Denplan patients and are on hand to provide advice and appropriate treatment for genuine emergencies.

Should the need arise please phone 029 20626551 and follow the out of hours message instructions.

Patients will be expected to leave their details on a voicemail before the dentist on call phones them back.

In cases where the dentist on call needs to attend the surgery, the patient must bring a chaperone and only triage can be provided without the presence of a dental nurse.

Telephone advice may be given instead, or in the case of acute emergencies, patients may be advised to attend Accident and Emergency.

Denplan suggest that emergencies should be attended to within 48 hours. The practice prefers that patients are contacted on the same day as their voicemail is received, if done so within 'business hours'.

Private patients will be charged a call out fee of £300.00 in addition to any treatment provided.

Denplan patients will be asked to sign a Denplan emergency form which can be sent off for remuneration.

Policy on violence and aggression

We believe that violence is unacceptable in whatever form it takes, for whatever reason. Our aim is to protect everyone who works at the practice from possible harm from violent or aggressive behaviour and to provide a safe place to work.

This policy applies to everyone who works at the practice, including those who work as self-employed contractors, temporary and casual workers. The operation of this policy is the responsibility of Mrs Nia Evans, Practice Manager and Professor NCA Claydon, Practice Owner/Principal.

When at work, you must ensure your own health and safety and promote the health and safety of others who may affected by your actions.

Violence and aggression includes:

- Actual or threatened physical assaults
- Psychological abuse
- Verbal abuse, which includes shouting, swearing and gestures
- Threats against any member of the team.

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You should not behave in a violent or aggressive way when on the practice premises (or any other premises where you might be needed to work) and when travelling to or from the practice.

To ensure a safe working environment, we have

- Undertaken a risk assessment and reviewed it periodically
- Checked that the practice premises are secure
- Installed a panic button at reception desk, which is checked each week to ensure that it is functioning correctly

We also provide

- Regular training in dealing with difficult/aggressive patients and assaults
- A taxi home if you are required to remain at the practice after 9pm and depend on public transport

We also aim to have an effective appointment system to ensure that patients do not experience delay and the reception area is calm. Our protocol for urgent care outside of normal working hours includes logging all calls received so that we can identify any patients attended.

You must report all incidents (however trivial) to Mrs Nia Evans, Practice Manager and complete a practice record. If you experience actual or threatened violence, we will involve the police and, where appropriate, provide support and counselling. A discretionary period of sick leave on full pay will be agreed where needed. Injuries must be recorded in the accident book.

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ARRANGEMENTS FOR DEALING WITH COMPLAINTS

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service.

When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Mrs Nia Evans, Practice Manager.

2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mrs Evans immediately. If Mrs Evans is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

3. If the patient complains in writing the letter will be passed on immediately to Mrs Evans.

4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.

   We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days, we will notify the patient, giving

reasons for the delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing immediately after completing our investigation.

7. Proper and comprehensive records are kept of any complaint received.

8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

For Private Patients:

- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA
  Tel: 02082530800
  E-mail: info@dentalcomplaints.org.uk
  Website: www.dentalcomplaints.org.uk

Health Inspectorate Wales:

- Welsh Government Rhydycar Business Park, Merthyr Tydfil. CF48 1UZ
  Tel: 03000628163

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Our Team

Name	GDC Number	Position	Relevant qualifications / experience
Prof. Nicholas Claydon	61547	Practice Owner/Principal Dentist	**Professor Restorative Dentistry Specialist & Honorary Consultant in Periodontics BDS MScD PhD MJDF RCS (Eng) FHEA CEIA**
Dr David Pitt	61220	Associate Dentist	**Specialist in Restorative Dentistry BDS (Wales) DPDS MFGDP (UK) MSc (Non-Surgical Facial Aesthetics)**
Dr Robert Adams	67418	Associate Dentist	**Specialist in Oral Surgery BDS FDS RCS (Eng) MSurgDent RCS MSc (UCL, Implant Dentistry)**
Dr Joon Seong	158303	Associate Dentist	**Specialist in Periodontics BDS MFDS RCPS (Glasg) PhD FDS RCPS (Glasg)**
Mr S Jeremy Hayes	66092	Associate Dentist	**Specialist in Endodontics BDS (Wales) FDS RCPS (Glasgow) MRD RCS (Edinburgh)**

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Dr Eshvin Singh	283852	Associate Dentist	**Special interest in Endodontics BDS MFD RCSI MClinDent (Endo) M Endo RCS (Ed)**
Dr Sandra Goncalves	201947	Visiting Consultant	**LMD (Hons), MFDS RCS Eng, MSc (OMed), PGCert (MedEd), FDS (OMed) RCPS Glasg**
Professor Dave W Thomas	58445	Visiting Professor	**Professor/Hon Consultant in Oral & Maxillofacial Surgery Programme Director BDS, FDRSCSEd, FDSRCSEng (ad eundem), PhD**
Dr Wynn Jenkins	59021	Associate Dentist	**BDS, DPDS**
Dr Colin McCubbin	58901	Associate Dentist	**BDS (Edin), DGDP (UK)**
Dr Jonathan Colman-Nally	220244	Associate Dentist	**BDS (University of Bristol), MJDF RCSEng, MSc Dental Implantology (Distinction)**
Dr Anthony Tsoi	284131	Associate Dentist	**BDS (Hons), MFDS RCPSG, PG Dip. (Endo)**
Dr Richard Crossland	253002	Associate Dentist	**BDS University of Manchester 2014 MSc (Dental Implantology) Dip (Restorative and Aesthetic Dentistry)**
Dr Lorna Thomas	153155	Associate Dentist	**BDS Wales 2008**

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Victoria Minton	178695	Dental Hygienist	**Dip Dental Hygiene Cardiff 2009**
Jessica O'Hara	255703	Dental Hygienist/Dental Therapist	**BSc (Hons) Dental Hygiene & Dental Therapy Cardiff University 2021**
Bethan Powell	6213	Dental Hygienist/Dental Therapist	**Dip Dental Hygiene Bristol 2003 Dip Dental Therapist Bristol 2016**
Sarah Lau	265358	Dental Hygienist	**Diploma in Dental Hygiene Cardiff 2016**
Aimee Neal	278277	Dental Hygienist	**Diploma in Dental Hygiene Brist 2018**
Charlotte Walsh	275819	Dental Hygienist	**BSc (Hons) Dental Hygiene Portsmouth 2023**
Alix Mynett	299090	Dental Hygienist/Dental Therapist	**BSc Dental Hygiene & Therapy University of Birmingham 2021**
Amy Pearce	218930	Clinical Nursing Lead	**NVQ Level 3 Dental Nursing & VRQ Level 3City & Guilds 2011 Certificate in Dental Radiography 2011 Qualified Phlebotomist Level 2 & Advanced**
Bryony Hyams	294500	Head Nurse	**Qualified Phlebotomist Level 2 2017 Diploma in Dental Nursing Level 3**

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			QCF City & Guilds 2021
Nicola Davidson	244609	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2013**
Louise Morgan	127368	Dental Nurse	**Qual – Cert in Dental Surgery Assisting NEBDSA 1991**
Chloe Turner	308351	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2021**
Sarah Henry	300376	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2022**
Sioned Broad	303394	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2022**
Ellie Fishlock	314078	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2024**
Keighley Hayman	303104	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2023**
Chelsea McCormick	313931	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2024**
Natalie Bowen	319341	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2024**
Olivia-Renee Roberts	336668	Dental Nurse	**Diploma in Dental Nursing Level 3 QCF City & Guilds 2026**

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S Jane Lewis	-	Practice Manager/Registered Manager	**Practice Manager for 32 years**
Nia Evans	-	Practice Manager/Registered Manager	**Previous Assistant Practice Manager since 2012. NVQ Level 3 Dental Nursing City & Guilds 2004 MBA Essentials 2020 The London School of Economics and Political Science**
Sarah Wakeling-Smith (Waldron)	119035	Assistant Practice Manager	**National Certificate in Dental Nursing (NEBDN) 2007 Certificate in Dental Radiography (NEBDN) 2010 Qualified Phlebotomist Level 2 2012**
Chantelle Duffield	-	Assistant Practice Manager	**Previous Practice Receptionist since 2014**
Jodie Orrey	-	Head Receptionist	**Practice Receptionist since 2014**
Amy Jenkins	-	Admin Assistant	**Assistant since 2011**
Kirsty Ward	-	Receptionist	**Receptionist since 2018**
Sophie O'Neill-West	-	Receptionist	**Receptionist since 2019**
Rebecca Lewis	-	Receptionist	**Receptionist since 2021**
Evie Malcom-Ward	-	Receptionist	**Receptionist since 2025**
Hayley Lake	-	Receptionist	**Receptionist since 2026**
Nichelle Mayled	-	Receptionist	**Receptionist since 2026**

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PATIENTS VIEWS

We verbally check with patients if they are happy on every visit when visiting Reception and in the surgeries with clinicians.

All of our patients are contacted after each appointment with a request to provide feedback via the Working Feedback platform. We also ask patients to leave reviews on our social media sites, Yell and Google reviews and ask that they email the Practice with any feedback they may have.

We operate an open-door policy in Practice, meaning that any senior member of staff is on hand at anytime for patients to be able to raise any concerns that they may have.

DEVELOPMENT AND TRAINING

Rhiwbina Dental Surgery provide in practice training twice yearly for all members of the team, covering mandatory subjects as recommended by the GDC within a five year cycle.

We encourage all members of staff to seek further training courses when required and Rhiwbina Dental are happy to fund these.

Rhiwbina Dental conduct yearly appraisals with all employees and PCP's (personal development plans) when required

Arrangements for access to the practice

We have downstairs surgeries available for limited movement/disabled patients.

Onsite parking is available.

Disabled access into the practice in available.

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Patient rights and responsibilities

Rhiwbina Dental recognizes that time is valuable to both our patients and our practice. In an effort to minimise failed appointments and keep our schedule flowing, we have implemented a Failed Appointment Policy.

We reserve the right to charge a non-refundable fee for all failed appointments, whether confirmed or not. This fee must be paid prior to scheduling your next appointment.

We encourage you to call and notify us of any and all appointments that do not work with your schedule. Rhiwbina Dental is happy to reschedule your appointment to the days and times that work best for you.

Every effort is made to confirm appointments. We can send out e-mail notifications for all visits, and text reminders are also sent 4 weeks prior to your booking with a reminder 4 days before the appointment. We also aim to place a reminder phone call at least one day prior to appointments.

Policy for Access to Information held by the Practice

We may be asked to disclose information, documents or records held by the practice. Requests for personal information are made under data protection legislation and under freedom of information legislation for information about the NHS services provided by the practice.

Requests for personal information or for information about the practice that is not included in the practice information leaflet should be passed Mrs Nia Evans, Practice Manager.

This policy describes who can request information and how and the practice procedures for managing these requests.

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Requests for personal information

Personal information is any information that allows an individual to be identified. This includes information where the individual is not named but a cross-reference to other information held by the practice would allow identification.

Data protection legislation allows individuals to request access to their personal information. Those eligible to request access include:

A person aged 16 years or older

The parents or guardians of a child under the age of 16 years and in connection with the health and welfare needs of the child

A child under the age of 16 years who has the capacity to understand the information held by the practice. Children aged 11 years and under are deemed too young

A third party, such as a solicitor, who has the written consent of individual concerned – checks should be undertaken to ensure that the consent is genuine – for example, by checking the patient's signature or contacting the patient directly to confirm that they have given consent for the information to be disclosed.

If a request concerns information about a deceased person, those eligible to request access include:

The administrator or executor of the deceased person's estate

A person who has a legal claim arising from the person's death – the next of kin, for example. The person should explain why the information requested is relevant to their claim.

If the information requested includes information about third parties, it can be disclosed if the third party gives consent or is a health professional involved in the care of the patient.

The request

The request must be made in writing and describe the type of information required with dates, if possible, and include sufficient information to ensure

correct identification (name, address, date of birth, for example). You must check that the person asking for information has the right to do so and, if necessary, ask for proof of identity.

We will provide the requested information within one month of receiving the request or confirming the individual's identity.

The information

We will usually provide the information requested in electronic form using secure means, unless the individual asks for the information in paper format or otherwise agreed. The individual may also come to the practice to view the original version under supervision and on practice premises.

We will provide the information in a way that can be understood by the individual making the requests and may need to provide an explanation to accompany dental clinical notes.

Unfounded or excessive requests

Where requests are manifestly unfounded or excessive (particularly if they are repetitive), we can:

Charge a reasonable fee taking into account the administrative costs of providing the information; or

Refuse to respond.

If we refuse to respond to a request, we will explain the reasons and informing the individual of their right to complain to the Information Commissioner's Office and to a judicial remedy.

Requests for information about the practice

Freedom of information legislation allows anyone to ask for information about the provision of NHS services. The available information is described fully in the practice guide to information available under FOIA and the model publication scheme. If the requested information is part of a larger document, we will disclose only the relevant part.

A freedom of information request cannot include clinical records or financial records.

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The request

The request must be made in writing and should describe the of information that they want and with dates, if possible. The individual making the request does not have to give a reason.

We will provide Information within 20 working days of receiving the request or confirmation of identity.

The information

Most of the information covered by a freedom of information request is available in the practice information leaflet or on the practice website. Requests for other information should be referred to Mrs Nia Evans, Practice Manager. If we do not hold the information requested, we will inform the individual within the 20-working-day time limit.

We will provide information in a way that is convenient for the person who requested it, which may be in writing, by allowing the applicant to read it on the premises, or, if the information is held electronically, in a useable electronic format.

We are not required to respond to

Vexatious requests for information, for example, requests that are designed to cause inconvenience, harassment or expense.
Repeated requests for the same or similar information (unless the information changes regularly, for example performance or activity information)

In either situation, you should seek advice from Mrs Nia Evans, Practice Manager.

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Date Patient Information Leaflet written: 24/05/2022.

Updated 31/03/2024

Author: Nia Evans

PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	01/05/2023
Reviewed by	Nia Evans
Date HIW notified of changes	N/A

Date Patient Information Leaflet reviewed	29/05/2024
Reviewed by	Nia Evans
Date HIW notified of changes	N/A

Date Patient Information Leaflet reviewed	10/05/2025
Reviewed by	Nia Evans
Date HIW notified of changes	N/A

Date Patient Information Leaflet reviewed	16/03/2026
Reviewed by	Nia Evans
Date HIW notified of changes	29/06/2026

Date Patient Information Leaflet reviewed	17/11/02026
Reviewed by	Nia Evans
Date HIW notified of changes	17/11/2026