



# Pont Steffan Dental Practice

**In Accordance with the Requirements of:**

Private Dentistry (Wales) Regulations 2017

**For Registration with:**

Healthcare Inspectorate Wales

# Statement of Purpose



## Pont Steffan Ltd

Registered office address - 3 New Mill Court, Enterprise Park, Swansea, United Kingdom, SA7 9FG  
Trading as:

### **Pont Steffan Dental Practice**

North Road, Lampeter, Ceredigion, SA48 7HZ

**Tel:** 01570 422595

**Email:** [reception@psdental.co.uk](mailto:reception@psdental.co.uk)

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

The **Responsible Individual** at this location is:

Name: Dr Owain Dimmick (Director)

Telephone: 01570 422595

Email: [owain@psdental.co.uk](mailto:owain@psdental.co.uk)

The **Registered Manager** at this location is:

Name: Rebecca Gardner

Telephone: 01570 422595

Email: [becky@psdental.co.uk](mailto:becky@psdental.co.uk)

The **Assistant Managers** at this location are:

Name: Lauren Merritt

Telephone: 01570 422595

Email: [lauren@psdental.co.uk](mailto:lauren@psdental.co.uk)

Name: Fran Bowes

Telephone: 01570 422595

Email: [fran@psdental.co.uk](mailto:fran@psdental.co.uk)

The Regulated Activity at the listed location is:

## **Primary Dental Care**

### **Regulated Services Provided**

The regulated activities comprise:

- \* Treatment of Disease, Disorder or Injury
- \* Surgical Procedures
- \* Diagnostic and Screening Procedures

### **Aims and Objectives**

As a team we aim to treat all of our patients as we would wish to be treated ourselves. Our evidence-based approach, centred in preventative dentistry, encompasses modern technology and practices where the needs of the patient are at the forefront of everything we do.

Our team of dedicated and professional employees endeavour to be acknowledged by our clients, suppliers and regulators as leaders in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our patients are treated with honesty and integrity, without discrimination, in complete confidence and with the utmost discretion; in comfortable surroundings, at a reasonable cost.

We objectivise accountability for staff and individual performance and support one another in achieving and exceeding patient expectations. We encourage innovation, ambition, enterprise and continuous improvement.

Prioritising attaining high standards of customer care, we aim to integrate high quality products with up to date techniques and protocols and a highly personal service.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisement reflects the true nature of the services offered.

## Practice Services

This practice offers dental services to the **whole population**. These services include:

- \* Preventative advice and treatment
- \* Routine and restorative dental care
- \* Endodontics (Root Canal Treatments)
- \* Dental Hygiene
- \* Oral Surgery
- \* Oral Biopsy and Histopathology Report
- \* Periodontic Treatments
- \* Tooth Whitening
- \* Dental Implants
- \* Orthodontic treatments

## Opening Times

**Monday** 8am - 5pm

**Tuesday** 8am - 8pm

**Wednesday** 8am - 5pm

**Thursday** 8am - 8pm

**Friday** 8am - 5pm

**Out of Hours Dental Emergencies:** We operate an on-call, out of hours service for our registered patients that is accessed via the practice answerphone.

## Dentists

**Owain Dimmick** BDS Hons (Wales) PG Dip Ortho  
Principal Dentist - GDC: 176454

**Eleri Marks** BDS Hons (Cardiff)  
Associate Dentist - GDC: 210345

**Eilish Thomas** BDS Hons (Cardiff)  
Associate Dentist - GDC: 271966

**Gareth Rhidian** BDS Hons (Wales)  
Associate Dentist - GDC: 57340

**Charlotte Smith** BDS (Liverpool)  
Associate Dentist – GDC: 191410

**Huw Davies** BDS (London) Dip imp dent (London) MFGDP (UK)  
Associate Dentist - GDC: 66263

**Fiona Davies** BDS (London)  
Associate Dentist – GDC: 66159

**Bharat Nagrani** BDS Hons (Wales) MJDF RCS (Eng) Dip Imp Dent RCS (Eng) MSc ImpDent URJC (Mad)  
Special Interest in Implants - GDC: 153101

**Simon Hegarty** BDS Hons (Glasg) MFD RCSI (Eng)  
Special Interest in Endodontics – GDC: 81511

**Steffan Thomas** BDS Hons (Cardiff) PG Dip Endo (Chester)  
Special Interest in Endodontics – GDC: 256106

**Sagar Shah** – BDS (Birm) PGCert (Edin) MFDS  
Special Interest in Oral Surgery - GDC: 244256

**David Fealey** BDS Hons (Cardiff) MSc (Plymouth)  
Special Interest in Periodontics - GDC: 271760

## Dental Hygienists

**Laura Evans**  
FdSc Oral Health - GDC: 259447

**Deanna Saddington**  
Dip DH Dental Hygienist - GDC: 3606

**Natasha Dennis**  
Dip DH Dental Hygienist - GDC: 6741

**Lyndsey Jenkins**  
Dip DH Dental Hygienist - GDC: 6338

# Dental Nurses

**Louise Mouland**

Registered Dental Nurse - GDC: 119488

**Lauren Merritt**

Registered Dental Nurse - GDC: 258397

**Karen Valls**

Registered Dental Nurse –GDC: 295301

**Kate Holland**

Registered Dental Nurse – GDC: 281126

**Mari Humfryes**

Registered Dental Nurse – GDC: 303669

**Fiona Thomas**

Trainee Dental Nurse

**Medwen Williams**

Trainee Dental Nurse

**Laura Tanner**

Trainee Dental Nurse

**Jodie Bassett-Burr**

Trainee Dental Nurse

**Charlotte Smith**

Trainee Dental Nurse

**Casselin Williams**

Trainee Dental Nurse

**Jasmine Wright**

Trainee Dental Nurse

## Facilities within the Premises

About Pont Steffan Dental Practice:

- \* Pont Steffan is located in the town of Lampeter.
- \* Public transport is via bus.
- \* We have nearby council carparks and residential street parking available.
- \* We have an extended reception area, offering a comfortable waiting place incl. TVs displaying oral hygiene information, staff members and treatment information as well as quiet area with TV showing the news.
- \* We have two downstairs surgeries, providing access for wheelchair users.
- \* We have a purpose built decontamination facility where we are constantly working towards best practice standards of infection control.
- \* We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive.
- \* We offer visiting additional services for root canal treatment, implants, periodontic treatments, oral surgery extractions and oral biopsies.

**Making an Appointment:** All patients are seen on an appointment basis

**Cancellations Policy:** We require at least one working days notice for routine appointments and three working days notice for visiting clinicians, otherwise a charge of £20 per 15minutes will be applied (exceptional circumstances may be allowed at the discretion of the provider and manager)

**Smoking Policy:** In order to provide a safe and smoke free environment for staff and patients, the establishment and its grounds is a no smoking area.

**Methods of Payment/Credit:** All major credit/debit cards are accepted. Clients are asked to pay in advance for New Patient Consultations, treatment upon the completion of each appointment for routine treatments/care and 50% - 100% in advance for treatments with visiting clinicians.

**Client Centred Care:** We care about providing the right treatment for our patients/clients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient.

**Consultations:** All consultations are carried out in person with patients, by qualified personnel in the privacy of the consultation/treatment room.

**Patient/Client Records:** Records of all consultations and treatments are kept in the patient notes. At the initial consultation patient details and a medical history are taken, these form part of the patient/client records.

**Data Protection:** Staff are trained and compliant with the Data Protection Act 1998 and GDPR and the practice is registered with the ICO.

**Information provided to the Patients/Clients:** This practice ensures that information provided to patients/clients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a patient leaflet.

**Treatment of Children:** We do provide treatment for children. We expect minors to be accompanied at the practice by their parents/legal guardians.

**Patient Feedback:** We value the feedback, thoughts and suggestions of our patients and clients. If an email has been provided, the patient is emailed a survey to complete or to write a review after each appointment is completed. We have feedback cards readily available in reception for patients to fill and hand back. Additionally we seek feedback via our website and a patient survey is emailed out. Additionally feedback is sought verbally (and recorded on the patient records) at least once during a course of treatment.

**Privacy and Dignity of Patients:** There are facilities for patients to have private conversations with staff members. The practice staff are trained on our patient dignity and respect policy and uphold high values of such.

**Complaints:** This practice operates a complaints procedure. A copy of which is displayed in reception and additionally available for patients to take home on request. Patients are asked in the event of any complaint, to speak directly to, or write to, the Registered Manager.

**What we will do:** Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aimed to have looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position to offer an explanation or a meeting as appropriate. If there are any delays in the process we will keep the complainant informed. When we look into the complaint, we shall aim to:

- \* Find out what happened and what, if anything, went wrong
- \* Make it possible for the complainant to discuss the problem with those concerned
- \* Identify what we can do to make sure the problem does not happen again
- \* At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or writing

**Complaining on behalf of someone else:** The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. due to illness) of providing this to allow the complaint to be investigated.



If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write (as appropriate) to:

**Health Inspectorate Wales**, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ  
hiw@wales.gsi.gov.uk, Tel: 0300 062 8163

**General Dental Council**, 37 Wimpole Street, London W1M 8DQ  
Complaints@gdc-uk.org, Tel: 0207 8873800

**Dental Complaints Service**, 37 Wimpole Street, London W1M 8DQ  
Tel: 01788 539 780 or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

**Public Services Ombudsman for Wales**, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ  
Tel: 0300 790 0203 or visit [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## **Help us to get it right**

We constantly try to improve the service we offer, so we will encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can do something better.

## **Covid-19 Information**

At Pont Steffan Dental Practice we will adhere to guidance issued by HIW regarding the Covid-19 Pandemic. We will comply with all relevant Standard Operating Procedures issued, and we will continue to prioritise the safety of both our staff and patients by ensuring we take pertinent, relevant health data, and risk assess the provision of dentistry at Pont Steffan.

Signed

Rebecca Gardner

Date:

Last Update: 07/06/2024