



# Cathedral Dental Clinic

General, Cosmetic, Implants & Orthodontics

## PATIENT INFORMATION LEAFLET

Name of establishment or agency	Cathedral Dental Clinic
Address and postcode	166 Cathedral Road Pontcanna Cardiff CF11 9JD
Telephone number	02920 382 671
Email address	info@cathedraldentalclinic.com
Fax number	02920 232 066
Name of Registered Manager	Mr Ali Tabatabai
Name of Registered Provider	Mr Ali Tabatabai

## Summary of the Statement of Purpose

Every member of the Cathedral Dental Clinic team is committed to providing all patients with the best possible care and treatment in General & Cosmetic dentistry, Dental Implants, Orthodontic treatments and Prosthodontics.

The opening hours of the clinic are as follows:

Monday	8.15am until 5.00pm
Tuesday	8.15am until 5.00pm
Wednesday	8.15am until 5.00pm
Thursday	8.15am until 5.00pm
Friday	8.15am until 4.00pm
Saturday	Closed
Sunday	Closed
Public Holidays	Closed

**Out of hours care:** please call either the NHS dental helpline on **02920 444 500** or NHS Direct on **0845 46 47 24** hours a day.



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## Patient Advice

If you have any complaint or concern about the care or service you have received from Cathedral Dental Clinic, please let us know.

We operate an informal, confidential in house procedure which we hope will resolve any problems quickly and efficiently.

Written complaints should be addressed to the Operations Manager, Mr Ali Tabai.

We aim to acknowledge any complaint within 2 working days, provide an explanation within 10 working days and aim to reach a satisfactory conclusion within 28 working days; however, in some cases extra time may be required.

At the end of the investigation you will be informed what conclusion has been reached and what (if any) action is being taken.

NB: This procedure does not affect your right to make representations to:

Local Primary Care Trust (Local Health Board)  
Cardiff and Vale LHB  
PCIC Offices  
Cardiff Royal Infirmary  
Glossop Terrace  
CF24 0SZ  
Tel: 02920 834 511

Or

HIW (Health Inspectorate Wales)  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Tel: 0300 0628 163

Or

Public Services Ombudsman for Wales  
1 Fford Yr Hen Gae  
Pencoed  
CF35 5LJ  
Tel: 0300 790 0203

Cathedral Dental Clinic, 166 Cathedral Road, Pontcanna, Cardiff, CF11 9JD  
Tel: 02920 382 671 Fax: 02920 232 066 Email: [admin@cathedraldentalclinic.com](mailto:admin@cathedraldentalclinic.com)

## Violence or Abuse Behaviour Towards Staff Members

We believe that violence is unacceptable in whatever form it takes and for whatever reason.



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Our aim is to protect every member of staff at our Clinic from possible harm, from violent or aggressive behaviour and to provide a safe environment in which to work.

This policy applies to everyone who works at the Clinic, including those who work as self-employed Associates, contractors, temporary and casual workers. The operation of this policy is the responsibility of the Operations Manager, Mr Ali Tabai.

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.

To ensure a safe working environment, we have

- Undertaken a risk assessment and reviewed it periodically
- Checked that the Clinic premises are secure
- Installed CCTV

We also aim to have an effective appointment system to ensure that patients do not experience delays and the reception area is calm. Our protocol for urgent care outside of normal working hours is for patients to contact the telephone number provided for the NHS Dental Helpline.

## STAFF DETAILS

Name	Position	Relevant qualifications / experience
Dr Vida Kolahi	Principal Dentist	Tandlokare Karolinska 2003
Mr Ali Tabatabai	Operations Manager	33 years Business & Management experience
Mrs Cathy Huddleston	Clinic Administration Supervisor	10 years Clinic Supervisory Experience & BTEC National Diploma in Management
Dr Andrew Webber	Associate Dentist	BDS Brist 2000 MFGDP (UK) 2006
Dr Attila Lesti	Associate Dentist	DMD Semmelweis Uni 1999
Dr Domenico Apruzzese	Associate Implant Surgeon	DMS (Dent) Rome 1981
Mrs Amanda Webber	Hygiene Therapist	Diploma in Dental Therapy 2000 Diploma in Dental Hygiene 1999
Ms Joanna Munro	Senior Dental Nurse	NVQ Level 3 in Dental Nursing
Ms Emmanuella Bardoe	Dental Nurse	Foundation Degree Science in Dental Nursing
Ms Diana Levond	Trainee Dental Nurse	Bachelors in Marketing and Public Relations



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Ms Alice Johnson	Senior Clinic Administrator / Trainee Dental Nurse	Level 2 Essential Skills Wales in Information Communication and Application of Numbers
Ms Farzaneh Ghanavati	Clinic Administrator / Trainee Dental Nurse	BA (Hons) Human Resource Management
Mrs Daniella Kamcheva	Bookkeeper / Clinic Cleaner	

## PATIENTS VIEWS

Your views about your experience at Cathedral Dental Clinic are always welcomed and will provide an honest perspective to help new or nervous patients to gain an insight of what they can expect from us, it will also assist us in continuing to offer the highest level of care and treatments.

To provide your feedback please either do so via:

- our website [www.cathedraldentalclinic.com](http://www.cathedraldentalclinic.com) under satisfaction survey or testimonial
- print and send back hard copy of satisfaction survey
- external reviews such as google review or whatclinic.com

## DEVELOPMENT AND TRAINING

All staff attends compulsory CPD (Continuing Professional Development) training as set out in the GDC standards.

All staff are also encouraged to attend non compulsory dental relevant courses to further their knowledge and keep up-to-date with the ever progressing world of dentistry.

Personal development plans are in place and reviewed on an annual basis.

## OTHER ADDRESSES

*Not applicable*

## ARRANGEMENTS FOR ACCESS TO THE PRACTICE

Cathedral Dental Clinic has been operating for the past 51 years from the ground floors of 2 large Victorian terrace buildings. The buildings have been joined together as one and there is no restriction for disabled or elderly



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patients or parents with a pushchair to enter the clinic, surgeries or washroom facilities however the team are always available to assist at any time.

## PATIENT RIGHTS AND RESPONSIBILITIES

The following information is sent by email or post to all newly registered patients.

Furthermore, this information is also displayed as part of our other services information on our clinic TV animation display.

We warmly welcome you to Cathedral Dental Clinic; we are delighted that you chose us as your dental care providers.

At Cathedral Dental Clinic we offer the latest in general and cosmetic dentistry, dental implants and orthodontic treatments, for more information on these procedures please peruse our website, [www.cathedraldentalclinic.com](http://www.cathedraldentalclinic.com) or contact us at the clinic.

We would like to take this opportunity to inform you about some key information regarding your registration at Cathedral Dental Clinic:

- Your current Medical History is needed as a legal requirement. Please inform us of any medical conditions or changes and any medications you are taking.
- Should any of your personal or contact details change during your time with the clinic, please let us know at your earliest convenience so that your records are always up to date.
- CCTV is in operation in all areas of the clinic, this is for your safety and security.
- We politely request that you refrain from taking calls on your mobile phone whilst on the clinic premises.
- The practice follows agreed procedures to keep your information secure and private. For more information, please ask for a copy of our Privacy Notice.

Please take note of the following policies and procedures for booking appointments:

- We always endeavour to take our patients in on time hence to assist us in doing so please try and arrive 10 minutes prior to your scheduled appointment time



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- Any appointment exceeding 15 minutes will require a deposit to guarantee the surgery time for your treatment
- As an additional service to you, we will provide a reminder message 2 working days prior your scheduled appointment to either your mobile or landline telephone number
- Should you wish to cancel or amend your appointment please inform us at least 2 working days in advance or for appointments that are 2 hours or over in length at least 5 working days in advance – failure to provide this notice may incur a fee of £30.00 per every 15 minutes

We are also pleased to inform you that as well as having our friendly staff at hand to assist you, you will now be able to book your routine appointments at your convenience via email [info@cathedraldentalclinic.com](mailto:info@cathedraldentalclinic.com) during and outside of the clinic's opening hours, which are:

- Monday to Thursday 8.15 am until 5.00 pm
- Fridays 8.15 am until 4.00 pm

Please do not hesitate to contact us should you have any concerns or queries.

## ACCESS TO PATIENT INFORMATION

The Cathedral Dental Clinic complies with the 1998 Data Protection Act to ensure that personal information about our patients is processed fairly and lawfully.

### **What personal data do we hold?**

In order to provide you with a high standard of dental care and attention, we need to hold personal information about you.

This personal data comprises of:

- Your past and current medical and dental conditions: personal details such as your age, address, telephone number and your GP
- Radiographs, clinical photographs and study models
- Information about the treatment that we have provided or propose to provide and it's cost
- Notes of conversations/incidents that might occur for which a record needs to be kept
- Records of consent to treatment
- Any correspondence relating to you with other health care professionals, for example in the hospital or community services

### **Why do we hold information about you?**



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We need to keep comprehensive and accurate personal data about our patients in order to provide them with safe and appropriate dental care. We also need to process personal data about you in order to provide care under NHS arrangements and to ensure the proper management and administration of the NHS.

## **How do we process the data?**

We will process information we hold about you in the following way:

### **Retaining Information**

We will retain your dental records while you are a practice patient and after you cease to be a patient for at least 11 years or for children until the age of 25, whichever is longer.

### **Security of Information**

Personal data about you is held in the practices computer system. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

### **Disclosure of Information**

In order to provide proper and safe dental care, we may need to disclose personal information about you to:

- Your GP
- Hospital or community dentist
- Other health professionals caring for you
- NHS authorities
- The Benefits Agency, where you are claiming exemption or remission from NHS charges
- Private dental schemes of which you are a member

Disclosure will take place on a 'need to know' basis, so that only those individuals / organisations who need to know in order to provide care to you and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only the information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Where possible you will be informed of these requests for disclosure.

### **Access**

You have the right of access to the data that we hold about you and to receive a copy. Access may be obtained by making a request in writing. We will provide a copy of the record within 30 days of receipt of the request

### **If you do not agree**



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If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in the Code of Practice, please discuss the matter with your dentist. You have the right to object, but this may affect our ability to provide you with dental care.

<b>Date Patient Information Leaflet written</b>	2007
<b>Author</b>	LHB, BDA, Cathedral Dental Clinic

## PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	15/04/2019
Reviewed by	Ali Tabatabai & Cathy Huddleston
Date HIW notified of changes	