tywidental
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PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Name of practice	Tywi Dental Practice
Address and postcode	22 Crescent Road Llandeilo SA19 6HN
Telephone number	01558 824604
Email address	info@llandeilodentist.co.uk
Name of Registered Manager	Joshua Evans
Name of Registered Provider	Joshua Evans

Date Patient Information Leaflet written	23/11/2017
Author	Emyr Daniels

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SECTION 1 – SUMMARY OF STATEMENT OF PURPOSE
Prompt *- Include a summary of* • *the kinds of treatment, facilities and all other services provided;* • *Opening hours;* • *Arrangements for urgent or out of hours care;* • *Dealing with patients who are violent or abusive to staff;* • *Dealing with complaints.* ***Delete prompt once completed***
The practice undertakes general dental services to the whole population which includes: • The diagnosis and treatment of dental disease including caries and periodontal disease; • Treatment of oral trauma; • Providing dental restorations; • Dental extractions;

- Radiographs (taking and diagnosing);
- Soft-tissue screening;
- Emergency dental care for pain relief; and
- Orthodontic assessment and treatment.

The Tywi Dental Practice aims to provide high quality dental care to the whole community. We provide a professional service in a friendly, relaxed environment. Our care is tailored to the individual with an emphasis on prevention of dental problems. Patients are offered the opportunity of visiting the hygienist as required.

We will explain any treatment options to you in simple terms so that you can make a decision based upon the cost, any risks and your desires. Referral to a specialist centre may occasionally be required for complex procedures. Arrangements are made to provide emergency care on a daily basis with patients with a dental problem normally seen within 24 hours of contacting the practice.

Our opening hours are: Monday to Friday, 9.00am – 5.00pm.
Outside these hours, patients can access urgent advice if required by telephoning the practice. A message will provide further details on how to access urgent dental advice.

The Tywi Dental Practice has a policy of “zero tolerance” of verbal and physical violence towards all staff or other patients. The practice will request the removal of any patient from the practice who is aggressive or abusive towards any member of staff, other patient, or who damages property. All instances of actual physical abuse on any member of staff, by a patient or their relatives will be reported to the police as an assault. At Tywi Dental Practice we take complaints very seriously and try to ensure that all 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 complaints 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 patients’ concerns in a caring and sensitive way. If you wish to make a complaint, please inform a member of staff who will provide you with a copy of our complaints policy.

SECTION 2 – STAFF DETAILS

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Prompt *- Include t*he relevant experience and qualifications of all the dentists and dental care professionals employed in or for the purposes of the private dental practice ***- Delete prompt once completed***

Name	Position	Relevant qualifications/experience
Joshua Evans	New owner	BDS. Qualified 2017. 8 years experience in private and NHS general dental practice. Please see registered manager for details.
Carys Morris	Associate dentist	BDS. Qualified 2022. Has been working between NHS and private general practice since. She has excellent chairside manner and puts patient's best interests first.
Abigail Hall	Associate dentist	BDS. Qualified 2023 Has been working in general dental practice in Ammanford and now at Tywi Dental. She is passionate about providing high quality, family dentistry.
Tiana Brook	Senior practice administrator/head nurse	Tiana has worked at the practice since 2020, obtaining her dental nurse qualification in 2022. Tiana leads our team of qualified dental nurses. She ensures that the treatment rooms and equipment are maintained to the highest standard. She is also our practice manager.
Bev Wright	Dental hygienist	CEB Dip Dental Hygiene Qualified 1998 Extensive experience in several dental practice, both NHS and private
Odette Williams	Dental hygienist	CEB Dip Dental Hygiene. Qualified 1998 Extensive experience in NHS and private dental practice
Lucia Kavuliakova	Dental nurse	Lucia has been with Tywi Dental since summer 2025 and has cemented herself as a key member of the team.
Wendy Orson	Lead receptionist	Wendy is often the first contact that patients have with the practice. She ensures that patients' appointment needs are accommodated as efficiently and

		as conveniently as possible. Wendy is also a qualified dental nurse.
Amy Burgess	Trainee dental nurse	Amy has been with the practice since April 2024 and is progressing well with her dental nursing qualification.
Amy Joshua	Dental nurse	Amy is a recent member of the practice, she has many years of experience and is taking a leading role within the practice in sterilisation procedures.
Ceinwen Lewis	Dental nurse	Ceinwen works with us 2 days per week. She has extensive experience in dental practice and is excellent at communicating with patients.
Sarah Williams	Dental nurse	Sarah is an experienced dental nurse and assists the dentists in their daily tasks. She ensures that all the necessary equipment and materials are readily at hand during every procedure.
Laura Evans	Dental hygienist	Degree in Oral Health Science, graduated 2020. Laura is a member of our dedicated team of hygienists. She looks after our patient's oral health. She is also a qualified dental nurse.

SECTION 3 – PATIENTS' VIEWS

Prompt** – Detail what the arrangements are for seeking patients' views about the quality of services provided by the private dental practice* ***- Delete prompt once completed

We run in-house surveys where patients are encouraged to provide feedback on the quality of the service they have experienced at Tywi Dental Practice. A feedback point is available in the reception area for comments. In addition, the practice website also enables clients to provide feedback and reviews of our services via online social media or directly to the practice.
We find out what patients:

- Like about the practice;
- What they feel could be improved; and
- What it is really like to receive dental care at the practice.

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It helps us to understand what our patients expect from us and can generate ideas on how services can be redesigned to meet patients' needs more closely.

Our questionnaires are designed to be easy and quick to complete and we avoid jargon. Sometimes we use tick boxes to help make it easy for patients to respond. After these consultations, we let patients know what we have found and what we intend to do as a result. We do this on our website, facebook social media, and it is also posted on notices at the practice. We feel that this demonstrates our commitment to keeping them informed and involved in the practice.

SECTION 4 – DEVELOPMENT AND TRAINING

Prompt** - Include details of the appropriate development and training of employees - **Delete prompt once completed

We are committed to employing the right people with the right skills for the duties they are required to undertake. We identify all the skills available within the practice, ascertain when update training may be required and where skills may be lacking and therefore where and when further training may be required.

The Tywi Dental Practice takes staff training very seriously and aims to provide all staff with the necessary skills and knowledge to enable them to work competently in a wide range of clinical areas. A fundamental element of our on-going training is to promote professionalism and team working as dental care professionals ensuring that we work within the General Dental Council Standards for the Dental Team.

To identify the specific training needs of an individual, we conduct an annual appraisal and development reviews and explore the most appropriate way of providing it. This can be by arranging in-practice training sessions and/or attendance at courses. All staff are encouraged to follow specific interests and to expand their skills in these areas.

Our training follows the requirements of the General Dental Council guidance for registration.

SECTION 5 – OTHER ADDRESSES

Prompt** – Provide the address and telephone number for all other dental practices where the registered provider is involved in carrying out dental treatments - **Delete prompt once completed

We operate only from our Llandeilo practice:
Tywi Dental Practice

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22 Crescent road
Llandeilo
Carmarthenshire. SA19 6HN.
Tel: 01558 824604

SECTION 6 – ARRANGEMENTS FOR ACCESS TO THE PRACTICE

Prompt** – Include the* arrangements for access to the private dental practice ***- Delete prompt once completed

The main access to the practice is via the front of the building facing Crescent Road. This involves negotiating 3 steps into the practice. Handrails are provided for safety. In the event that a patient is unable to negotiate steps, access may be gained via the level-access rear entrance. A bell is provided at the front and rear access to alert staff in case of difficulties in access. We encourage patients to inform us in advance if they require level access via our rear door. This can then be arranged with minimal delay when the patients arrive.
Please note, that although we have wheelchair access, we do not have dedicated disabled toilet facilities.

SECTION 7 – THE RIGHTS AND RESPONSIBILITIES OF PATIENTS

Prompt** – Include the* rights and responsibilities of a patient including keeping appointments ***- Delete prompt once completed

Good oral health care is built on a positive and active relationship between you and our team at Tywi Dental Practice. Just as you have your rights, you also have responsibilities to assist our staff to provide the care you need. Here we outline those rights and responsibilities. Please ask if you are unsure how they may affect you.

Consent

By law, you must voluntarily give your permission before any treatment can be carried out. Permission may be verbal. In the case of complicated treatment, permission may need to be given in writing.

You have the right to:

- Participate in decisions about your oral health care. Your condition and treatment options will be discussed with you so that you may agree to or refuse treatment if you wish;
- Request the presence of other people including a family member, carer, friend, advocate or interpreter to help you understand about your care and treatment;

- Refuse the presence of health workers not directly involved in your care, family members, students or researchers;
- Be listened to when you have a question or want more information;
- Obtain a second opinion from another qualified dental professional if you are unsure about your treatment;
- Refuse to have examinations, tests or dental work at any time. If you refuse, the likely results of your decision should be explained to you;
- Be treated with respect and consideration appropriate to your particular needs; and
- Confidentiality - we a professional and legal duty to keep your personal information confidential.

You have the responsibility to:

- Provide accurate information about your previous medical and dental treatment, any problems you have had, any medicines you are taking, any allergies you have or if you are in a high risk category for infection transmission (for example, if you have tuberculosis, hepatitis or HIV).
- Show courtesy and consideration to staff by telling them your needs in a polite way and behaving in a way that respects other patients and staff.
- Attend appointments on time and tell the clinic in advance if you are unable to attend. This will allow other patients to use the appointment.
- Pay our fees (NHS or private) when required to do so or contact us to discuss payment options.
- Work with your dental professional by sharing information about your health, social circumstances and emotional wellbeing.
- Follow advice provided for your own oral health, or discuss this with your dental professional if you do not wish to do so.
- Ask for information if you do not understand what you have been told.
- Report any unexpected changes in your condition. Contact the dental clinic as soon as possible if a problem arises.
- Tell us if you do not wish to have other people present such as family members or students.
- Tell us if you are unhappy with the care you receive or have family member or friend contact the Practice Manager. A copy of our complaints procedures is held in our reception area.

SECTION 8 – ACCESS TO PATIENT INFORMATION

Prompt** – Provide details of persons who have access to patient information and the patients' right in relation to disclosure of such information - **Delete prompt once completed

Dental professionals are required to make and keep accurate dental records of care provided to patients, whether NHS or private. All clinical and administrative staff require access to these records. There is on-going staff training with clear procedures for staff to follow to ensure that confidential information is appropriately handled and safeguarded, that records are retained in accordance with legislation, and that there is effective back up of electronic records.

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Patients have a statutory right to see records made about their dental care. All requests for access to personal information or information about the practice should be passed to Joshua Evans.

Personal information is any information, note or record from which an individual can be identified, and the Data Protection Act allows individuals to request access to personal information about themselves.

The right of access to records is either under the Data Protection Act or the Access to Health Records Act. A discretionary fee of up to £10 (£50 for manual records) can be charged and disclosure must take place as quickly as possible but in any event within 40 days of receipt of the patient authority (request). The request must be made in writing (including email) and the individual making the request should describe the type of information they require with specific dates. The request must include the patient's name, address etc so that we can be certain that the person asking for information has the right to access the records.

We will provide the information in an intelligible form and where copies of dental clinical notes are provided, these will be accompanied by an explanation.

Where information about the practice is requested (under the Freedom of Information Act for NHS services) we have a practice guide to the information available and a model publication scheme.

SECTION 9 – DATE

Date Patient Information Leaflet reviewed	09/06/2025
Category of changes made	☒ Change of staff details ☒ Change of Registered person(s) ☐ Change of treatments ☐ Change of practice /organisation details
Reviewed by	Joshua Evans
Date HIW notified of changes	

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Date Patient Information Leaflet reviewed	05/10/2026
Category of changes made	☒ Change of staff details ☐ Change of Registered person(s) ☐ Change of treatments ☐ Change of practice /organisation details
Reviewed by	Joshua Evans
Date HIW notified of changes	

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Produced for Healthcare Inspectorate Wales (HIW), Welsh Government, Rhydycar Business Park, Rhydycar, Merthyr Tydfil CF48 1UZ