



## PATIENT INFORMATION LEAFLET

Name of establishment or agency	West Wales Dental Implant Clinic / Carmarthen Dental Centre
Address and postcode	72 Water Street Carmarthen SA31 1PZ
Telephone number	WWDIC 01267 221112 /CDC 01267 243370
Email address	<a href="mailto:office@westwalesdental.co.uk">office@westwalesdental.co.uk</a> <a href="mailto:office@carmarthendentalcentre.co.uk">office@carmarthendentalcentre.co.uk</a>
Name of Registered Manager	Ms Erica Day, Diploma in Dental Nursing Level 3 2017
Name of Registered Provider	Dr Timothy Lewis BDS(Lon) LDS RCS (Eng) MSc (UoB). 01267 221112

### Summary of the Statement of Purpose

Our aim is to put you at ease with your dental treatment and provide you with high quality dental care. We can offer a full range of general dental services.

Our opening hours are as follows:

#### WWDIC

Monday: 9.00am – 4.00pm  
Tuesday: 9.00am – 4.00pm  
Wednesday: 9.00am – 4.00pm  
Thursday: 9.00am – 4.00pm  
Friday: 9.00am – 4.00pm

## CDC

Monday: 9.00am – 1.00pm and 2.00pm to 5:00pm  
Tuesday: 9.00am – 1.00pm and 2.00pm to 5:00pm  
Wednesday: 9.00am – 1.00pm and 2.00pm to 5:00pm  
Thursday: 9.00am – 1.00pm and 2.00pm to 5:00pm  
Friday: 9.00am – 2.00pm.

Should you experience a dental emergency please ring us as soon as possible so we can arrange an appointment to help you. Should you experience a dental emergency outside our normal working hours please ring the surgery and the answer machine will provide you with the necessary contact details. We will endeavour to see patients experiencing a dental emergency on the same day, but within 24 hours at most.

Our staff have the right to work in a safe workplace, any type of abuse be it verbal, physical or any other type directed towards staff members or anyone at the surgery will result in us discontinuing your care. Any information about you that we hold will be strictly confidential and held in accordance with our data protection policy. Only members of the surgery staff have access to this information. You have the right to request a copy of the information we hold about you at any time.

We take complaints and concerns seriously to ensure that our service meets expectations. Any complaints are dealt with courteously and promptly and to learn from any mistakes we have made. You can make a complaint by telephone, in person or by writing. Any complaint received in person or by telephone will be referred to the complaint's manager Erica Day or Dr Timothy Lewis immediately. Should the complaint manager be unavailable, details will be taken and passed to the complaints manager who will contact you as soon as is possible. Complaints received in writing will be forwarded to the complaint's manager. We will acknowledge a complaint in writing within 2 working days and inform you how their complaint will be dealt with. Our aim is to investigate the complaint within 10 working days and keep you updated as to the progress. Once our investigation is complete, we will provide you with a written report.

Should you be unsatisfied with the result of the investigation you can contact either of the following:

**Dental Complaints Service (Private treatment) 08456 120 540), or Health Inspectorate Wales 0300 0628163.**

## STAFF DETAILS

Name	Position	Relevant qualifications
Dr Timothy Lewis	Principal Dentist	BDS (Lond) LDS RCS (Eng) MSc in dental implantology
Dr David Roderick	Dentist	BDS (Lon) LDS RCS (Eng) MSc (London) specialist in prosthodontics.
Dr Gwenno Griffiths	Dentist	BDS (Cardiff)
Erica Day	Practice Manager/Dental Nurse	Diploma in Dental Nursing Level 3 2017
Stephanie Flattery	Clinical Manager/Dental Nurse	NEBDN 1999
Svetlana Williams	Dental Nurse	Certificate of Higher Education in Dental Nursing 2019
Bronwen Jones	Dental Nurse	Diploma in Dental Nursing Level 3 2024
Abbie Davies	Trainee Dental Nurse	N/A
Sarah Baldwin	Receptionist	N/A

## PATIENTS VIEWS

We have a Practice Feedback Survey that is reviewed regularly.

## DEVELOPMENT AND TRAINING

Training courses are regularly attended for the General Dental Council's core continuing professional development subjects. Staff are encouraged to pursue a number of different sources of continuing professional development such as journal reading, attending lectures, hands on courses as well as web-based learning such as webinars. Any members of staff who are in training (trainee dental nurses, qualified dental nurses pursuing further qualifications) are closely monitored by their in-house mentors along with support from their external tutors.

We also hold annual appraisals for every employee.

## OTHER ADDRESSES

N/A

## ARRANGEMENTS FOR ACCESS TO THE PRACTICE

To become a patient of the surgery please contact us by telephone, email or pop in to arrange a new patient examination appointment. You will be informed as to the cost of your examination upon booking. When you arrive for your initial appointment, you will be asked to fill in a form to confirm your personal details and details of your medical history, this can also be done via a link that is sent to you. After your examination, your dentist will discuss their findings with you as well as the options available for your treatment along with the associated costs and provide you with a copy of your treatment plan. You are then able to make further appointments to suit you for your treatment. Once your treatment is complete your dentist will set you an appropriate recall date for your next examination.

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient you are entitled to:

A thorough examination of your mouth, teeth and gums.

A full explanation of your treatment options.

A written treatment plan including costs.

Information on charges displayed in reception area.

Advice on how to keep your teeth and gums healthy.

Information about the West Wales Dental Implant Clinic (Carmarthen Dental Centre) and the services available.

Make a complaint if you are not happy with your treatment and care by following our patient complaints procedure.

You are responsible for:

- Giving at least 24 hours' notice if you have to cancel or re arrange an appointment. We will not charge you for missed appointments – but if you miss more than two, we may have to ask you for a deposit for future appointments.
- Follow your dentist's advice on oral hygiene.
- Pay your bill promptly.
- Treating our staff with courtesy and respect.

## ACCESS TO PATIENT INFORMATION

The following members of staff have access to patient information to allow the arrangement and safe treatment of patients:

Dr Timothy Lewis, Dr David Roderick, Dr Gwenno Griffiths, Ms Erica Day, Mrs Stephanie Flattery, Svetlana Williams, Bronwen Jones, Abbie Davies and Sarah Baldwin.

The data controller is Dr Lewis We record information about you to include; basic details (address, date of birth etc), details and clinical records about your treatment and general health, records of medicines you have been prescribed, and information relevant to your continued care from other people such as healthcare professionals and relatives.

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

- Your general medical practitioner
- The hospital or community dental services
- Other health professionals caring for you
- HM Revenue and Customs
- Private dental schemes of which you are a member.

Disclosure will take place on a 'need-to-know' basis. We will only provide information to individuals or organisations who need it to provide care to you or to ensure the proper administration of government will be given the information. We will only disclose information that the recipient needs to have. Anyone who receives such information has a legal duty to keep the information confidential. In very limited circumstances or if required by law or a court order, personal data may be disclosed to a third party not connected with your health care. In all other situations, disclosure that is not set out above will only occur when we have your specific consent. You can access to the data that we hold about you and to receive a copy by submitting a written request. We aim to provide a copy within 30 working days. If you do not wish personal data that we hold about you to be disclosed or used in the way that is described above, you should discuss the matter with your dentist. You should be aware, however, that objecting to how we process your information may affect our ability to provide you with dental care.

**Date Patient Information Leaflet written**

04/02/2021

**Author**

Ms Erica Day

## PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	23/7/25
Reviewed by	Erica Day
Date HIW notified of changes	24 <sup>th</sup> July 2025

Date Patient Information Leaflet reviewed	9/9/25
Reviewed by	Erica Day
Date HIW notified of changes	15/9/25

Date Patient Information Leaflet reviewed	
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