

### Information for patients

Live Life Smiling Dental Practice aims to provide high quality general and cosmetic dentistry as well as aesthetic treatments to all patients. To achieve this, all of our team have trained to an approved level of the profession suitable for their role and are committed to continued professional development to maintain a registration with the General Dental Council.

#### Our Team:

**Responsible Individual & Registered Manager : Laura Morris [lauramorrispa@gmail.com](mailto:lauramorrispa@gmail.com)**

| Name                         | Role   | Registration | Experience  |
|------------------------------|--|--------------|---|
| <b>Jeremy Isaac</b>          | Principal dentist                            | 57508        | BDS (1982) LDS RCS MSc Cos.Med PgCert Med.Ed<br>– Practice principal and dentist for 34 years   |
| <b>Rhodri Hughes</b>         | Associate                                    | 67332        | BDS (1991) BSc (1987)<br>Associate with this practice for 30 years  |
| <b>Robert Howell</b>         | Associate                                    | 66171        | BDS (1990)  |
| <b>Samantha Edwards</b>      | Associate                                    | 75865        | BDS (1999) BSc (1996)<br><br>Associate with this practice for 22 years.<br><br>Currently -MClinDent Fixed and Removable Prosthodontics – Kings College  |
| <b>Claire Colquitt</b>       | Associate                                    | 210751       | BDS (2011)<br><br>Currently -PG Certificate in Operative Dentistry  |
| <b>Ravinder Singh Jhutie</b> | Associate                                    | 271379       | BDS University of Birmingham 2017   |
| <b>Sophie Bowen</b>          | Dental Hygienist                             | 115811       | Diploma in Dental hygiene (2007)<br>Best Clinical Practice award (2007)<br>14 years' experience as dental hygienist   |
| <b>Laura Morris</b>          | Responsible Individual<br>Registered Manager | 137072       | NVQ Oral healthcare Level 3 (2003)<br>20 years' experience in administration,<br>12 years' experience of practice<br>ILM Level 5 Leadership and Management (2019)   |
| <b>Sarah Phillips</b>        | Practice Manager                             | 154218       | ILM – Level 3 Leadership and Management (2013)<br>NVQ L2 & 3 Customer Service (1997)<br>NEBDN National Diploma Dental nursing (1997)<br>L3 Certificate in Assessing (2005)<br>L4 Conducting Internal Quality Assurance (2013) |

|                         |                                   |        |   |
|-------------------------|-----------------------------------|--------|---|
|                         |                                   |        | 10 years' experience as Trainer/Assessor for Dental Nurses<br>6 years' experience of practice managing  |
| <b>Lisa Jones</b>       | Dental Nurse                      | 127753 | NEBDN National Diploma Dental Nursing<br><br>34 years' experience in dental nurse role  |
| <b>Samantha Coombs</b>  | Dental Nurse                      | 127756 | NVQ Oral healthcare level 3 (2007)<br><br>18 years' experience in dental nurse role   |
| <b>Jenna Jenkins</b>    | Dental Nurse                      | 281345 | NVQ Oral healthcare level 3 (2019)<br>9 years' experience in dental nurse role  |
| <b>Nia Evans</b>        | Dental Nurse                      | 280679 | Level 3 Diploma in Dental Nursing (2018)<br>Level 2 Certificate Infection Prevention Control Lead (2020)<br>Certificate in providing preventative advice and applying fluoride varnish (2021)<br>6 years' experience in dental nurse role |
| <b>Samantha Jones</b>   | Dental Nurse                      | 287390 | Level 3 Diploma in Dental Nursing (2020)<br>4 years' experience in dental nurse role<br>Currently working towards the Certificate in providing preventative advice and applying fluoride varnish<br>First Aid at Work (2019)              |
| <b>Niamh Thomas</b>     | Dental Nurse                      |        | Learn-kit Ltd training working towards Level 3 Diploma in Dental Nursing<br>2 years experience in dental nurse role   |
| <b>Sapphira Mort</b>    | Dental Nurse                      |        | Learn-kit Ltd training working towards Level 3 Diploma in Dental Nursing<br>2 years experience in dental nurse role   |
| <b>Lucy Porter</b>      | Dental Nurse                      |        | Learn-kit Ltd training working towards Level 3 Diploma in Dental nursing<br>2 years experience in dental nurse role   |
| <b>Isabella Crofts</b>  | Dental Nurse                      |        | Learn-kit Ltd training working towards level 3 diploma in Dental nursing.   |
| <b>Michele Teague</b>   | Administrator                     |        | 29 years' experience as dental receptionist<br><br>First Aid at Work (2022)   |
| <b>Victoria Cringle</b> | Administrator<br>(Registered DCP) |        | Registered DCP since 2010<br><br>3 years Experience of Practice Management  |

## **Our commitment to training**

We are committed to employing the right people with the right skills for the duties that 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

To identify the specific training needs of an individual, we conduct annual appraisal and development reviews and explore the most appropriate way of providing it eg at practice meetings, one-day or part-day seminars, or formal training courses involving assessments and/or examinations.

Individuals may also identify training they would like/need and can request the practice for support, with each request being considered on its merits.

## **Our commitment to you:**

- provide patients with the standard of care that we would expect to receive ourselves
- communicate with patients in a courteous, friendly, professional manner and make sure you receive full information about our services
- provide you with a treatment plan and estimate of costs for each new course of treatment and no treatment will be undertaken without the patient's full and specific consent
- listen to your views and learn from them
- ensure that we keep our professional skills and knowledge up to date.
- respect our patients' confidentiality at all times
- make you aware of our policy for collecting fees and requests for payment will always be made courteously
- make you aware of the practice policy for dealing with complaints and all complaints will be treated sympathetically and according to the agreed procedures.
- provide any emergency treatment required during practice hours as soon as is reasonably practicable

## **Appointment booking:**

Appointments can be reserved by telephone or in person. The practice will require a booking deposit which is redeemable against treatment on attendance of the appointment.

If you are unable to attend your appointment, we will require 48 hours' notice to cancel or rearrange. You may lose your booking deposit if sufficient notice has not been given. However, we understand that on occasions you may be faced with a family emergency, and we would encourage you to contact us at the earliest possible time to speak with us.

Emergency visits are booked by appointment. The practice will endeavour to offer you a suitable appointment to treat your dental emergency within 24 hours of contacting us. This may mean that we call you back with an appointment time.

We are unable to accommodate walk in appointments.

## **Our usual practice opening hours:**

Monday – Wednesday 8.30am – 5.30pm

Thursday 8.30am – 5.00pm

Friday 8.30am – 4.30pm

The practice is closed on weekends and on bank holidays.

Patients who are experiencing dental pain can access emergency appointments by contacting the practice via the usual telephone number, 01639 895566. If you reach our answerphone, please ensure you leave your details to enable us to return your call and make arrangements for an out of hours appointment.

**Our services:**

Live Life Smiling Dental Practice is committed to improving standards; therefore, patients are encouraged to discuss their care, understanding of the procedure and the outcome of their treatment.

A sample of the cost of treatments are below, a full price list is available at the practice. Your dentist will confirm with you the costs of your treatment following the consultation.

|   |      |          |
|---|------|----------|
| Consultation                            |      | £ 52.50  |
| Emergency including dressings / scripts |      | £ 75.00  |
| Scale and Polish                        | from | £ 57.60  |
| Hygienist Visit                         | from | £ 72.00  |
| Radiographs                             | from | £ 8.00   |
| Fillings                                | from | £ 116.03 |
| Root Canal fillings                     | from | £ 368.22 |
| Extractions                             | from | £ 136.50 |
| Surgical Extractions                    | from | £ 186.00 |
| Apicectomy                              | from | £301.87  |
| Crowns                                  | from | £553.94  |
| Bridges                                 | from | £553.93  |
| Veneers                                 | from | £529.20  |
| Dentures                                | from | £557.50  |
| Dental implants                         | from | £2500.00 |
| Bone / Tissue Grafts                    | from | £250.00  |
| Sinus Lift                              | from | £1500.00 |
| Orthodontic Appliances                  | from | £950.00  |

We also provide the following facial aesthetic procedures:

|                         |      |          |
|-------------------------|------|----------|
| Anti Wrinkle Injections | from | £ 175.00 |
| Dermal Fillers          | from | £ 275.00 |

**Your treatment:**

Each patient will be given full information on each treatment and/or course of treatments they are planning. This covers: what the actual treatment consists of, outcomes, contra-indications, side effects and what the patient can expect pre, during and post treatment.

To maintain the dignity and privacy of patients during their visit to Live Life Smiling Dental Practice, we have a private consultation and treatment room fully equipped to provide a comfortable and relaxing experience for our clients. Further facilities at our establishment include a welcoming waiting area and WC for clients and staff.

All patients will be made aware of the length, number and cost of treatments before treatment begins. Payment can be made either by cash, debit or credit card or by an agreed finance application.

Consultations are mandatory for any patient considering one of our treatments. An appointment for consultation is made, either by phone or in person. A full consultation is given in private in our treatment room. The patient is under no obligation to proceed with the treatment and is encouraged to ask questions about their treatment and follow up advice. During consultation the dentist will gain an understanding of the patients specific needs and problems and advise accordingly as to treatment that is appropriate to the patient.

Parental consent is required for any patient under the age of 18.

Wheelchair access can be arranged with our team where needed. Please inform our team that you require assistance. Please be aware that our WC Facilities are not wheelchair accessible.

#### **Your information:**

The practice is committed to complying with the Data Protection Act 2018 and the GDC Standards by collecting, holding, maintaining and accessing data in an open and fair fashion.

The practice only keeps relevant information about employees for the purposes of employment, and about patients to provide them with safe and appropriate dental care. The practice does not process any relevant 'sensitive personal data' without prior informed consent. As defined by the Act, 'sensitive personal data' is that related to political opinion, racial or ethnic origin, membership of a trade union, the sexual life of the individual, physical or mental health or condition, religious or other beliefs of a similar nature. Sickness and accidents records are also kept confidential.

Hard copy and computerised records are stored, reviewed and updated securely and confidentially. Records are securely destroyed when no longer required. Confidential information is only seen by personnel who need to see it and the team are trained on our policies and procedures to keep patient information confidential.

To facilitate patients' health care, the personal information may be disclosed to a doctor, health care professional, hospital, NHS authorities, HMRC, the Benefits Agency (when claiming exemption or remission from NHS charges) or private dental schemes of which the patient is a member. In all cases only relevant is shared. In very limited cases, such as for identification purposes, or if required by law, information may have to be shared with a party not involved in the patient's health care. In all other cases, information is not disclosed to such a third party without the patient's written authority.

All confidential information is sent via secure methods. Electronic communications and stored data are encrypted. All computerised clinical records are backed up and encrypted copies are kept off-site. No information or comments about patients are posted on social networking or blogging sites.

The practice will report any serious data breaches to the ICO within 24 hours of becoming aware of the essential facts. The practice will keep a log of all personal data breaches and record the basic facts, effects of the breach and remedial action taken

Patients and team members can have access to view the original of their records free of charge. Copies of patient records are provided following a written request to the practice manager (Sarah Phillips), using the ICO Subject access request template. The requested copies will be provided within 40 days on receipt of payment. A patient may challenge information held on record and, following investigation, should the information be inaccurate the practice will correct the records and inform person of the change in writing.

When the request for information is about the personal data of a child, the practice will consider if the child is mature enough to understand their rights. If they do, then the practice will consider responding directly to the child rather than the parent. When it is decided that the child is not mature enough to understand their rights, and there is some doubt about parental responsibility, proof of identity and evidence of parental responsibility will be requested.

When the practice receives a third party request for information on someone else's behalf (e.g. from a solicitor) evidence of their permission will be requested, this could be a written authority to make a request or a power of attorney.

When the practice receives a third party request for information for a patient who lacks the mental capacity to manage their affairs the practice will ask to see evidence of a Lasting Power of Attorney or the evidence of appointment by:

- The Court of Protection in England & Wales

### **Practice Quality Policy**

Our quality policy is to provide a service that consistently satisfies the needs and expectations of our patients. This level of quality is achieved through a system of clinical governance that delivers continuous improvements through the work of every member of the practice team.

Our system is based on the quality management system iComply, which is supplied and updated by CODE.

Sarah Phillips is the practice manager who has responsibility for the management and implementation of these policies.

This dental practice operates a governance system for:

- A consistent quality of dental care
- Effective measures of infection prevention and control
- Compliance with all health and safety legal requirements
- Compliance with all legal requirements for the safe use of x-ray equipment
- Compliance with all the continuing professional development and the requirements of the General Dental Council
- Meeting the requirements of the Health and Care Standards in Wales

The quality objectives of this dental practice are:

- To continually improve our standards of care and treatment through the iComply quality management programme
- To comply with all relevant ethical, statutory and safety requirements

- To always respect dignity, equality and human rights
- To safeguard children and vulnerable adults
- To always have satisfied patients and to provide them with the quality of experience that they would expect

### **Complaints:**

Live Life Smiling Dental Practice is committed to dealing with all complaints received seriously. We aim to resolve potential problems effectively and efficiently and have a Complaints Procedure in place. Live Life Smiling Dental Practice aims to provide their patients with a quality service, striving at all times to improve their standards of care.

Should a patient have a complaint about the service provided we would like them to speak directly to our dentists immediately in order to rectify the situation at the time of the treatment. If the patient wishes to take the complaint further then they should ask to speak to the practice manager, Mrs Sarah Phillips and put their complaint in writing. Finally if they feel that their complaint has not been dealt with in a satisfactory manner then they should contact Healthcare Inspectorate Wales (HIW) on [hiw.org.uk/provide-feedback-about-healthcare-service](http://hiw.org.uk/provide-feedback-about-healthcare-service). There is a link to a booklet 'Concerns and Complaints about Health Services' this explains how to raise a concern or make a complaint about health services in Wales. You may also contact the HIW in writing or by phone.

Healthcare Inspectorate Wales  
 Government Buildings  
 Rhydycar Business Park  
 Merthyr Tydfil  
 CF48 1UZ  
 Tel : 03000 628163

Information on Healthcare Inspectorate Wales inspections and subsequent Inspection reports can be found by visiting : <http://hiw.org.uk/find-service>

### **Our rights:**

The practice is committed to providing a safe working environment for our employees.

The practice defines violence and aggression as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' including threats, verbal abuse (shouting, swearing, rude gestures), psychological abuse or physical attacks.

We are here to help you but abuse of our employees will not be tolerated.

### **Seeking Patient Views:**

Feedback questionnaires are available to patients and we have a comments box in our waiting area, which will be evaluated and will be used to maintain or improve the quality of care provided during our monthly meetings.

It helps us to understand better 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 as short and as simple as possible and we avoid jargon. Sometimes, we use tick boxes, which makes it easier for patients to respond and simplifies our analysis system.

After these consultations, we let the patients know what we have found out and what we intend to do as a result.

We put this feedback and our associated actions onto our social media pages. We feel that this demonstrates our commitment to keeping them informed and involved in the practice.

We are very proud of the feedback we receive from our existing patients and work on continuously improving our services.

Our patients have praised our team for their knowledge and friendly manner. They have also praised us on how well presented our practice is and the great range of treatments we offer.

Client reviews are available on our facebook page :

[https://www.facebook.com/pg/JeremyIsaacDentist/reviews/?ref=page\\_internal](https://www.facebook.com/pg/JeremyIsaacDentist/reviews/?ref=page_internal)

We offer private dentistry from the following premises :

**Live Life Smiling**

68 Commercial Road, Port Talbot, SA13 1LR 01639 895566 [hello@livelifesmiling.com](mailto:hello@livelifesmiling.com)

**Baglan Dental Practice**

80 Fairwood Drive, Baglan, Port Talbot, SA12 8NU 01639 812156

|   |              |
|---|--------------|
| <b>Date Patient Information Leaflet written</b> | 06/03/2018   |
| <b>Author</b>                                   | Jeremy Isaac |

**PATIENT INFORMATION LEAFLET REVIEWS**

|   |              |
|---|--------------|
| Date Patient Information Leaflet reviewed | 22/09/2022   |
| Reviewed by                               | Laura Morris |
| Date HIW notified of changes              | 29/09/2022   |
| Date Patient Information Leaflet reviewed | 07/11/2022   |
| Reviewed by                               | Laura Morris |
| Date HIW notified of changes              | 07/11/2022   |
| Date Patient Information Leaflet reviewed | 25/09/2023   |
| Reviewed by                               | Laura Morris |
| Date HIW notified of changes              | 25/09/2023   |
| Date Patient Information Leaflet reviewed | 26/02/2024   |
| Reviewed by                               | Laura Morris |
| Date HIW notified of changes              | 16/02/2024   |