**Patient Information Leaflet**

**WF Dental Hygiene LTD**
220 Cowbridge Road East
Canton
Cardiff
CF5 1GY
**Telephone:** 02921 158 543
**Email:** theclinicanton@gmail.com

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**Welcome to The Clinic Canton**

The Clinic Canton is a fully private, dental practice founded by Dental Therapist Naomi Wilding.

The practice began as a direct access hygiene clinic, with preventative oral healthcare at its core. We have developed our services over time in response to the needs of our patients and now provide a broader range of preventative, general, restorative and cosmetic dental treatments.

Our approach remains firmly centred on healthy teeth and gums as the foundation of good dental care.

We believe that cosmetic treatment should complement oral health rather than compromise it. Where cosmetic treatment is requested, patients are appropriately assessed and advised so that they can make informed decisions about their care.

We aim to provide safe, effective and appropriate treatment in a welcoming, respectful and supportive environment, with each patient's individual needs and circumstances taken into consideration.

Our services include:

- Direct access dental hygiene and preventative care
- Scale and polish and air polishing
- Periodontal treatment and oral hygiene advice
- Dental examinations and general dental care
- Restorative treatments, including composite fillings
- Extractions
- Crowns, bridges and dentures
- Composite bonding
- Teeth whitening
- Cosmetic tooth straightening, including Invisalign and C-Fast
- Facial aesthetic treatments, including Botox and skin boosters

Where a patient's needs fall outside the scope of services provided by the practice, appropriate referral arrangements are considered to ensure access to suitable care.

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**Our Dental Team**

**Naomi Wilding**
**Registered Manager, Owner, Dental Therapist and Principal Clinician**
**Diploma in Dental Hygiene and Therapy (DipTH)**
GDC Registration: 125309
Naomi has almost 30 years' experience in dentistry, having begun her career as a dental nurse before progressing to become a Dental Therapist. She has a particular interest in composite bonding and preventative maintenance, which form a significant part of her clinical work.
Naomi is also the Registered Manager and has overall responsibility for ensuring that the practice operates safely and in accordance with applicable legislation, professional standards and regulatory requirements.

**Abby Hathaway**
**Dentist**

**Bachelor of Dental Surgery (BDS)**
GDC Registration: 210854
Abby provides general dental care and has a particular interest in cosmetic tooth straightening, including Invisalign.

**Laura Penry-Ellis**
**Dental Therapist**
**Diploma in Dental Hygiene and Therapy (DipTH)**
GDC Registration: 171056
Laura provides preventative and general dental care within her professional scope of practice.

**Maria Fernandez**
**Dental Hygienist**
**Diploma in Dental Hygiene (DipDH)**
GDC Registration: 195533
Maria has extensive experience in dental hygiene, including international experience and work within children's hospitals and specialist epilepsy centres.

**Our wider practice team**
The clinical team is supported by qualified and trainee dental nurses and practice management staff. All members of the team work within their qualifications, competence and professional scope of practice.

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## Our Staff and Training

We are committed to ensuring that staff have the knowledge, skills, qualifications and support required to undertake their roles safely and effectively.
Staff training and development are monitored and reviewed by the practice. This includes appropriate mandatory training, continuing professional development, role specific training, supervision and ongoing review of competence.
Staff development is also considered through regular appraisal and practice review processes.

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## Patient Feedback

We value the views and experiences of our patients.
Patients can provide feedback in several ways, including:

- Verbal feedback to members of the practice team
- Written feedback forms available in reception
- Online reviews, including Google and Fresha
- Compliments, concerns and complaints

Patient feedback is reviewed by practice management and, where appropriate, discussed with members of the team at practice meetings. Where feedback identifies an opportunity to improve our services, appropriate changes are considered and implemented where necessary.

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## Accessing the Practice

**The Clinic Canton**
220 Cowbridge Road East
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CF5 1GY
**Telephone:** 02921 158 543
The practice can be accessed through the main entrance. An accessibility ramp is available where required.
If you have an accessibility requirement or require a reasonable adjustment to help you access our services, please contact the practice and we will discuss how we can support you.

**Clinical appointment hours**
Our current clinical appointment hours are:

| Day | Clinical appointment hours |
|---|---|
| Monday | 10:00 – 17:00 |
| Tuesday | 10:00 – 16:30 |
| Wednesday | 10:00 – 16:30 |
| Thursday | 10:00 – 19:00 |
| Friday | 10:00 – 14:00 |
| Saturday | 09:00 – 13:00 |
| Sunday | Closed |

**Reception and practice support may be available outside these clinical appointment hours.** Patients may contact reception during these broader practice hours for enquiries and administrative support.

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**Your Rights and Responsibilities**

We want every patient to feel listened to, respected and involved in decisions about their care.
**You have the right to:**

- Be treated with dignity, courtesy and respect.
- Receive care that is appropriate to your individual needs.
- Receive clear information about proposed treatment and available options.
- Ask questions and discuss any concerns about your treatment.
- Make informed decisions about your care.
- Have your personal and clinical information treated confidentially.
- Provide feedback or raise a concern without fear of unfair treatment.

**We ask our patients to:**

- Provide accurate and relevant information about your health and medication.
- Follow agreed treatment and aftercare advice where possible.
- Arrive on time for appointments.
- Give at least **72 hours' notice** if you need to cancel or rearrange an appointment.
- Treat members of the practice team and other patients with courtesy and respect.
- Inform us of any changes to your contact details or relevant medical information.

**Appointments, cancellations and deposits**
Appointments are reserved specifically for individual patients. Late cancellations and missed appointments can prevent other patients from receiving care and can result in clinical time being lost.
Our standard cancellation requirement is **72 hours' notice**.

Where a deposit has been paid through the Fresha booking system, patients agree to the practice's payment terms at the time of booking. If an appointment is missed without appropriate notice, the full treatment balance may be taken in accordance with those terms.

Where a deposit has been paid in the practice, the deposit will normally be forfeited following a missed appointment, and a new deposit will be required if the patient wishes to rebook.

If a patient arrives late and there is insufficient time to safely complete the planned treatment, the appointment may need to be cancelled or rearranged. In these circumstances, the deposit may be forfeited, but the full treatment balance will not be taken solely because the patient arrived late.

Where a preparatory appointment forms part of a planned course of treatment, such as a scale and polish before bonding or a whitening appointment, the required preparatory treatment must take place before the planned treatment can continue. If the patient does not confirm that they wish to proceed within the timescale provided by the practice, subsequent appointments may be cancelled.

**Saturday appointments**

Saturday appointments are provided outside our usual weekday clinical hours and are particularly sought after. **Payment in full is therefore required at the time of booking for Saturday appointments.**

**Respectful behaviour**

We operate a **zero-tolerance approach to abuse, intimidation, threatening behaviour or harassment** towards members of staff.
We understand that patients may sometimes be worried, anxious or frustrated, and our team will always try to listen and help. However, staff have the right to work in a safe and respectful environment.

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**Your Information and Confidentiality**

We take the confidentiality and security of patient information very seriously.
Patient records and confidential information may be accessed by authorised members of the practice team where there is a legitimate reason connected with their role, such as providing care, managing appointments or carrying out necessary practice administration.
All staff are required to maintain confidentiality and sign appropriate confidentiality agreements as part of their employment.
Patient information may also be processed by trusted external organisations where this is necessary for the operation of the practice, for example dental software, IT or other service providers. Appropriate data protection and confidentiality arrangements apply to such processing.
Patient information will not be disclosed unnecessarily. Information may be shared where there is a lawful basis for doing so, including where required for the patient's care, with the patient's consent where appropriate, or where disclosure is required or permitted by law.
Patients have rights regarding their personal information and clinical records, including rights relating to access and the way their information is handled. Further information is available from the practice and within our privacy information.

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**Complaints and Concerns**

We welcome feedback and take all concerns seriously. If something has gone wrong or you are unhappy with any aspect of your care, we encourage you to tell us so that we have the opportunity to investigate and put things right where possible.
You can raise a concern or complaint:

- Verbally with a member of the practice team
- In writing
- By email

A complaint can initially be received by any member of staff and will be passed to the **Practice Manager** for review and investigation.
Where a complaint relates specifically to the Practice Manager, it will be referred to **Naomi Wilding, Registered Manager**.
Complaints will normally be acknowledged in writing, usually by email. We aim to provide a full response within **10 working days**.
If a complaint requires further investigation and we cannot provide a full response within this timeframe, we will let you know and provide an indication of when a full response is expected.
Complaints are investigated fairly, objectively and confidentially. Where appropriate, the outcome of complaints is used to identify learning and opportunities to improve the quality and safety of our services.
If you remain dissatisfied following our response, we will provide information about the appropriate independent dental complaints service and how you can pursue your complaint further.

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**Our Commitment to You**

We aim to provide care that is safe, effective, respectful and appropriate to your individual needs.
We regularly review the quality and effectiveness of our services using information from patient feedback, complaints, incidents, audits, staff feedback, training and professional guidance.
Our aim is for every patient to leave the practice feeling that they have been listened to, treated with respect and given a clear understanding of their oral health, treatment and any necessary aftercare.

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**Contact Us**

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**Website:** theclinicanton.com
**Registered Manager:** Naomi Wilding
**Practice Manager:** Cherie Gaye

*This Patient Information Leaflet is reviewed regularly and updated where there are changes to the services, staff, facilities or arrangements provided by the practice.*