



PATIENT INFORMATION LEAFLET

Name of establishment or agency	Symbiosis Dental Practice LLP
Address and postcode	Symbiosis Dental 55 London Road Pembroke Dock Pembrokeshire SA72 6DT
Telephone number	01646 686093
Email address	reception@symbiosisdental.co.uk
Fax number	N/A
Name of Registered Manager	Miss Jennifer Morgan
Name of Registered Provider	Symbiosis Dental

Summary of the Statement of Purpose

Welcome to Symbiosis Dental, formally Hamilton House Dental Practice. At Symbiosis Dental we aim to create a mutual 'symbiotic' relationship between dentist and patient in order to provide services that meet patient's individual needs and wishes. We understand that each patient is unique and so time is taken to talk through treatment options to ensure the most suitable course of treatment is decided upon. We aim to make care and treatment as comfortable and convenient as possible. The practice has been well established for over 30 years caring for the dental needs of Pembrokeshire.

We can offer a full range of general dental services. Please ask at reception for a recent price list to outline the full range of treatment available and the



associated cost. We have exceptional disabled access to and around the practice from disabled parking bays and toilets to convenient access in to the building and dental chair. Disabled parking bays can be booked prior to your visit, please contact reception the day before your appointment to book your slot.

Our opening hours are as follows:

Monday:	09:00 - 5:30
Tuesday:	09:00 - 5:30
Wednesday:	09:00 - 5:30
Thursday:	09:00 - 5:30
Friday:	09:00 - 5:30

Appointment booking is closed for lunch between 12.30 pm - 2.00 pm. However, we are still able to take calls and deal with visitors to the practice during this time.

Our Facilities

Symbiosis Dental is proud to provide patients with private onsite parking. We offer our patients complimentary WIFI whilst they wait for their dental appointments and refreshments are available on request.

The Whole of Symbiosis Dental is paperless so patient files and records are all password protected to maintain confidentiality. We also use digital imaging for our x-rays which reduces developing times resulting in a faster, more efficient service for our patients.

Dental Emergencies and Out of hour's emergency care

Should you experience a dental emergency please contact us as soon as possible so we can arrange an appointment to help you.

If you are a Denplan patient registered at the practice and have a dental emergency outside our opening hours, please contact the practice on 01646 686093, which will give details of our out of hour's arrangements.

Patients who are violent or abusive to staff

Symbiosis Dental does not tolerate abusive or violent behaviour to any member of our team. We ask all patients to follow our complaints procedure for bringing any complaints you may have to our attention. 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 practice may result in us discontinuing your care.



Complaints Procedure

Your well-being and satisfaction are our main priority, so please let us know if there is anything that you are concerned or unhappy about. We take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. If you have a complaint, we will treat you courteously and promptly so that the matter is resolved as quickly as possible. We learn from your feedback and respond to your concerns in a caring and sensitive way. Please contact our Complaints Manager, Miss Jennifer Morgan, with your concern or complaint. She will acknowledge your complaint in writing or by email (by the same method that you contacted us) and enclose/attach a copy of our complaint's procedure as soon as possible (normally within 2 working days). She will aim to have investigated the complaint within 10 working days. 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.

A copy of our complaint's procedure is available at reception.

STAFF DETAILS

Name	Position	Relevant qualifications / experience
Dr Peter Morgan GDC No. 58426	Principle Dentist/Practice Owner	BDS Bristol 1983. Over 30 years working in dentistry.
Dr Margaret Morgan	Practice Owner/Manager	BDS Bristol 1983. Over 30 years working in dentistry.
Dr Bruce Johnston GDC No. 284425	Associate Dentist	BDS Sheffield 2019, MFDS RCS Ed 2022. Experienced in Oral and Maxillofacial Surgery.
Miss Jennifer Morgan	Practice Manager	BA Hons Management and Business 2010. Over 15 years working at the dental practice.



Miss Charlotte Bryson GDC No. 292399	Dental Hygienist	Diploma in Dental Hygiene 2020 Cardiff University Wales. Registered and qualified hygienist since 2020.
Mrs Sharon Cox	Dental Receptionist	An experienced healthcare receptionist.
Miss Julie Driver GDC No. 161580	Dental Nurse	NEBDN 1999 National Certificate in Dental Nursing. Over 25 years' experience working in dentistry.
Mrs Faye Anson GDC No. 131221	Dental Nurse	NVQ L3 Oral Health Care: Dental Nursing & Independent Assessment City & Guilds 2007. Over 22 years' experience working in dentistry.
Miss Emma Morgan GDC No. 175512	Dental Nurse	NEBDN 2008 National Certificate in Dental Nursing. Over 8 years' experience working in dentistry.
Miss Emily-Jane Nash	Trainee Dental Nurse	A trainee dental nurse since 2023.

PATIENTS VIEWS

We welcome patients' views on the services and treatments we provide as all feedback is useful to us, whether it's to let us know that a particular service or treatment is carried out well or whether it needs improvement. If you would like to give feedback on the services or treatment we have provided you can do so in the following ways;

- In person – we are always available to talk to our patients regarding their treatment or our services. Our practice manager Jennifer or Dr Margaret Morgan are on hand daily or alternately patients can talk to their treatment provider.
- In writing – we have postcards for feedback and complaints readily available on the table in the waiting area and at reception. There is a blue box to post the card into or alternatively they can be handed in at reception.
- Online – patients can visit our website www.symbiosisdental.co.uk and write a message through the 'contact us' page.
- Reviews – patients can leave reviews on google, yell and Facebook.



DEVELOPMENT AND TRAINING

All members of our team receive regular training and development to maintain our level of care and update our knowledge. We encourage all team members 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 have In-house training days with Denplan annually and access to Denplan's online Academy.

OTHER ADDRESSES

NA

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

To become a patient of the surgery please contact us by telephone or call into the practice to arrange a consultation. You will be informed as to the cost of your consultation upon booking. We ask for your first appointment to be paid for at the time of 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 medial history. After your consultation, 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 agreed treatment plan. Once your treatment is complete your dentist will set an appropriate recall date for your routine examination.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of our practice all we ask of you is to;

- Attend routine dental examinations
- Arrive on time for appointments
- Give at least 24 hrs notice to cancel appointments
- Pay for treatment on the day of your appointment



Please make every effort to attend your appointment, should you be unable to attend please try to give us at least 24 hours' notice so that we can offer your appointment to someone else. Should you persistently fail to attend or cancel your appointment without giving 24 hours' notice we may offer your space at the surgery to another patient.

ACCESS TO PATIENT INFORMATION

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

Dr Peter Morgan, Dr Margaret Morgan, Dr Bruce Johnston, Miss Jennifer Morgan, Miss Charlotte Bryson, Mrs Sharon Cox, Miss Julie Driver, Mrs Faye Anson, Miss Emma Morgan, and Miss Emily-Jane Nash.

The data controller is Symbiosis Dental. 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.

To provide proper and 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 Denplan/Simply Health.

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

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 (whose personnel are covered by strict confidentiality rules). 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 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 the data we hold about you and 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	19/05/2023
Author	Miss Jennifer Morgan



PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	19/07/2023
Reviewed by	Jennifer Morgan
Date HIW notified of changes	19/07/2023

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