



**GLENHAVEN**

DENTAL | FACIAL | IMPLANT  
HEALTH | AESTHETICS | CENTRE

## PATIENT INFORMATION LEAFLET

Name of establishment or agency	GLENHAVEN DENTAL
Address and postcode	129 CARDIFF ROAD, TAFFS WELL, CARDIFF CF15 7PP
Telephone number	029 20810523
Email address	reception@glenhavendentalcare.com
Name of Registered Manager	Mrs Denise Griffiths
Name of Registered Provider	Dr Colin Griffiths

### Summary of the Statement of Purpose

The practice undertakes general dental services which include:

- The diagnosis and treatment of dental disease including caries and periodontal disease.
- Treatment of oral trauma
- Providing dental restorations
- Dental extractions
- Taking & diagnosing dental radiographs
- CBCT Scanning
- Soft tissue screening
- Teeth Whitening
- Facial Aesthetics (Facial Rejuvenation)
- Provision of dentures
- Adult Clear Aligners (Invisalign)
- Referral services for orthodontic treatments (where necessary)
- In-House Implantology, Oral Surgery and intravenous sedation (Visiting Implantologist)



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### **OPENING HOURS:**

MON-FRIDAY 9.00AM TO 12.45 PM  
2.00PM TO 5.30PM

### **OUT OF HOURS CARE**

Private and Denplan patients can telephone the practice and be provided with an emergency number for urgent advice or arrangement for urgent treatment.

### **CANCELLATION POLICY**

We require 48 hours' notice of cancellation so we may offer the unwanted appointment to another patient. A cancellation charge will be made which will depend on the time of the missed appointment. (We do, however, appreciate that there may be exceptional circumstances for late or missed appointments. We will use our discretion to waive the missed appointment fee)

### **PATIENT RESPONSIBILITIES**

You should provide as much notice as possible if you have to cancel or change an appointment. Please ask about your oral health and how often you need to come to the dentist.

The practice does not tolerate violent or abusive actions against its staff or practice premises.

### **ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

When patients complain or relay concerns, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We base this procedure on these objectives:

**We aim to provide you with a professional, courteous and efficient service.  
We respond to patients' concerns in a caring and sensitive way.**

The people ultimately responsible for complaints about the service we provide are the dentists of the Practice:

We aim to use any compliments, concerns, or complaints as a learning tool to improve training and outcomes.



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## What happens to your complaint?

In our experience, our patients are extremely happy with the services & treatments we provide. However, sometimes you may not be happy about or satisfied about something. What should you do....

### Firstly, please tell us about it.

We would very much like the opportunity to put things right. You may talk to *any* member of staff you prefer.

We will try our very best to help you. If we don't do that to your satisfaction, then please write to us and we will investigate your concern & assist you through our in-house complaints procedure.

Please write to:

**Mr Christopher Griffiths LLB, Business Manager**  
Glenhaven, Dental , 129 Cardiff Road, Taff's Well, Cardiff, CF15 7PP.

If a complaint is about any aspect of clinical care or associated charges, it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We aim to acknowledge all concerns within **2** working days (weekends and bank holidays not included) and provide a full response within **30** working days. If we are unable to do this, we will let you know the reasons for the delay.

However, if you do have a more serious concern (e.g., the standards of the treatment we provide) that we are unable to rectify to your satisfaction, there are others you can contact.

But please let us try to solve your concern first.

- PLEASE FIND BELOW CONTACT DETAILS FOR HEALTH INSPECTORATE OF WALES (HIW) IF YOU WISH TO ESCALATE YOUR COMPLAINT

Healthcare Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

**Email** [hiw@gov.wales](mailto:hiw@gov.wales)

**Telephone** 0300 062 8163



## STAFF DETAILS

Name	Position	Relevant qualifications / experience
<b>DENTISTS AND CLINICIANS</b>		
Dr Colin J Griffiths	Senior Clinical Director	BDS (Hons) (WALES), DPDS(WALES), MFGDP.RCS (UK)
Dr Lara D Vincent	Director & Clinical Lead	BDS (Hons) (WALES),
Dr Mark Vincent	Associate Clinician	BDS (Hons) (Wales), PgCert (cosmetic dentistry)
Dr Jack W Thomas	Associate Clinician	BDS (Hons) (Wales), MFDS, MSc (Implants)
Dr David Tan	Associate Clinician	BDS (Wales), PgCert (cosmetic dentistry)
Dr Christopher Thomas	Associate Clinician	<b>BDS (Hons) (Wales), MFDS</b>
Lisa Welch	Hygienist	Dip Hyg
Dr Barry Holmes	Implantologist	BDS MSc MFDS RCS (Eng) PG Cert (Ortho) Assoc FCGDent
<b>NURSES</b>		
Miss Rachel Owen	Treatment Co-Ordinator	NEBDN – DENTAL NURSING (25 years)
Miss Jessica Hall	Senior Nursing Co-Ordinator, Sedation Assistant	Diploma in Dental Nursing, NEBDN Award in Intravenous Sedation, BDA Award in Dental Radiography (13 Years)
Miss Toni Bowen	Qualified Dental Nurse Invisalign Co-Ordinator	Diploma in Dental Nursing (10 Years)



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Miss Sophie Kestell	Qualified Dental Nurse Reception Manager	Diploma in Dental Nursing (10 Years)
Mrs Emma Zecca-Hawkins	Qualified Dental Nurse Invisalign Co-Ordinator	Diploma in Dental Nursing (7 Years)
Miss Anna Jones	Qualified Dental Nurse Social Media Co-Ordinator	Diploma in Dental Nursing (6 Years)
Miss Kiera Jones	Trainee Dental Nurse (Yr2)	
Macey Jones	Trainee Dental Nurse (YR1)	
Lucy Hughes	Trainee Dental Nurse (YR1)	
Charley Courtney	Trainee Dental Nurse (YR1)	
Abigail Dillon	Trainee Dental Nurse (YR1)	
<b>ADMINISTRATION</b>		
Miss Samantha Powell	Receptionist part -time	Diploma in Dental Nursing(inactive) (12 Years)
Denise Griffiths	Business Director/Manager	Cert in Dental Surgery Assistant Cert.ILM 35 Years Practice Management
Mr Christopher J Griffiths	Business Development Manager  Complaints Manager	LLB, PGDip (LP)Glam

## PATIENTS VIEWS

We regularly run an in-house survey.

We find out what patients:

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

It helps us to understand what our patients expect from us and can generate ideas on how services can be designed to meet patients needs more closely: for example, are patients interested in treatments we do not currently provide?



Our questionnaires are 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 the analysis of the forms

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

We put this feedback in our practice newsletter and on our website in our blogs

As a Denplan Excel practice, we also make use of an external survey company organised by Denplan. This survey is done every 2 years. This ensures the feedback is analysed properly and is independent of the practice

We feel this demonstrates our ongoing commitment to keeping patients involved and informed about the practice.

## **DEVELOPMENT AND TRAINING**

Glenhaven Dental is 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 thus when and where 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 – e.g. 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 or need and can request the practice for support, with each request being considered on its merits



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## OTHER ADDRESSES

Glenhaven Dental solely operates from:

Glenhaven Dental Care,  
129 Cardiff Road,  
Taff's Well,  
CF15 7PP

Tel: 029 20810523

## ARRANGEMENTS FOR ACCESS TO THE PRACTICE

The practice is open to patients and visitors during practice opening hours only

To arrange an appointment with the practice, patients can contact us in by:

Telephone – 029 20810523

Email – [reception@glenhavendentalcare.com](mailto:reception@glenhavendentalcare.com)

If you have a dental emergency during practice hours, patients are asked to telephone as early as possible to give us time to see and treat them. If you have a dental emergency outside practice hours, please telephone our practice for advice.

## PATIENT RIGHTS AND RESPONSIBILITIES

*We will:*

- 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



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- Provide patients with a treatment plan and estimate of costs for each new course of treatment and no treatment will be undertaken without the patients full and specific consent
- Listen to our patients 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 our patients aware of our policy for collecting fees and requests for payment will always be made courteously
- Make our patients aware of the practice policy for dealing with complaints and all complaints will be treated sympathetically and according to agreed procedures
- Provide emergency treatment when required during practice hours as soon as is reasonably practicable

*In return we expect you to:*

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment
- Please give the practice at least 48 hours' notice if you are unable to keep your appointment. Please give more notice if you have booked an appointment lasting longer than 1 hour
- Accept there will be times when we need to keep you waiting if we have had an emergency. We do our utmost to see patients with emergency problems the same day they call us.
- Always be courteous to our staff as they will do their best to help meet your needs. The practice does not tolerate violent or abusive actions against its staff or practice premises.



## ACCESS TO PATIENT INFORMATION

All requests for access to personal information should be made in writing to Mr Christopher Griffiths, Business Manager

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

The request must be made in writing and the individual making the request should describe the type of information they require with specific dates. The request must include the patients name, address, date of birth etc so we can be certain that the person asking for the information has the right to request access to the records.

The requested information will be provided within 40 days of receiving the original request or confirming the individual's identity

We are allowed to make a charge for certain issues and may apply a £10.00 fee for records held on a computer or £50.00 for records held manually. We will provide the information in an intelligible form.

Where information about the practice is requested, we have a practice guide to information and a model publication scheme which can be viewed on our website.

The practice does not disclose any information to third parties unless required by law to receive such information.

<b>Date This Patient Leaflet was written &amp; reviewed (latest review date)</b>	<b>AUG 2025</b>
<b>Author</b>	<b>MRS DENISE GRIFFITHS</b>

### Practice leaflet Reviews

**This patient practice leaflet is reviewed annually – or earlier if any substantial changes or made. The Health Inspectorate of Wales will be informed of any substantial changes to this document.**