



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Name of practice	Seren Dental
Address and postcode	40 Wellfield Road Penylan Cardiff CF24 3YR
Email address	info@serendental.co.uk
Name of Registered Manager	Devin Mandalia
Name of Registered Provider	Devin Mandalia

Date Patient Information Leaflet written	01/10/2025
Author	Devin Mandalia

Contents

Section 1 - Summary of Statement of Purpose

A summary of the treatments, facilities, opening hours, urgent/out of hours care of the private dental practice and how to deal with abusive patients and complaints.

Section 2 - Staff details

The relevant experience and qualifications of all the dentists and dental care professionals employed in or for the purposes of the private dental practice.



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Section 3 - Patients' views

The arrangements made for seeking patients' views about the quality of services provided by the private dental practice.

Section 4 - Development and training

The arrangements for the appropriate development and training of employees.

Section 5 - Other addresses

The address and telephone number for each of the premises used for the purpose of carrying on a dental care practice by the registered provider.

Section 6 - Arrangements for access to the premises

The arrangements for access to premises used for the purpose of carrying on a private dental practice.

Section 7 - Patient rights and responsibilities

he rights and responsibilities of a patient including keeping appointments.

Section 8 - Access to patient information

Details of persons who have access to patient information (including information from which the identity of the patient can be ascertained) and patients' rights in relation to disclosure of such information.

Section 9 - Date

The date on which the Patient Information Leaflet was reviewed and the reasons for the review

SECTION 1 - SUMMARY OF STATEMENT OF PURPOSE

Service Summary

Our private dental practice offers a comprehensive range of dental treatments and related services designed to meet the diverse needs of our patients in a safe, welcoming, and patient-focused environment.

Treatments and Services Provided:

- **General Dentistry:** Routine examinations, hygiene services, fillings, crowns, bridges, and root canal treatment.
- **Emergency Dental Care:** Same-day appointments for patients in pain or with urgent dental needs.

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PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

- **Dental Implants:** Including single, multiple, and full-arch solutions using advanced techniques and planning tools.
- **IV Sedation:** Available for anxious patients or those undergoing complex treatments, ensuring a calm and safe experience.
- **Paediatric Dentistry:** Preventive and restorative dental care tailored to children in a comfortable and reassuring setting.
- **Facial Aesthetics:** Non-surgical treatments including botulinum toxin and dermal fillers.
- **Accessible Dentistry:** Step-free access, accessible toilet facilities, and reasonable adjustments for patients with disabilities.

Opening Hours:

- **Monday to Friday: 9:00am - 5:00pm**

Urgent and Out-of-Hours Care:

- We offer **same-day emergency appointments** during working hours.
- Outside normal hours, patients will receive recorded guidance directing them to an **out-of-hours service** or NHS 111, depending on the urgency and nature of their issue.

Dealing with Violent or Abusive Patients:

We operate a **zero-tolerance policy** toward violence, abuse, or aggressive behaviour toward staff or other patients. Any such incidents will be taken seriously. Where necessary, care may be refused, and the matter may be reported to the police. Clear signage and staff training support this policy to ensure a safe environment for all.

Complaints Handling:

Patients are encouraged to raise concerns verbally or in writing to the **Practice Manager**. Complaints will be acknowledged within **2 working days** and fully investigated with a written response provided within **30 working days**. If patients are dissatisfied with our response, they may escalate the complaint to the **Dental Complaints Service** or **Healthcare Inspectorate Wales**. A full complaints policy is available in practice and online.

SECTION 2 - STAFF DETAILS

Name	Position	Relevant qualifications/experience



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Devin Mandalia	Dentist	BDS 2018 7 Years working in mixed NHS and private practices
Arezou Sartipi	Dentist	BDS 2019 6 Years working in mixed NHS practices
To be updated with other staff members on recruitment.		

SECTION 3 - PATIENTS' VIEWS



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

We place a strong emphasis on listening to our patients to ensure the care we provide is of the highest standard and reflects their needs and expectations. Gathering patient views will be a routine and ongoing part of how we monitor and improve the quality of our services.

Arrangements for Seeking Patient Views:

- **Feedback Forms:** Printed and digital feedback forms will be available in the waiting area and on our website, allowing patients to share their experiences anonymously or with their details if they choose.
- **Post-Treatment Surveys:** Patients will be invited to complete a short satisfaction survey following key treatments or new patient appointments to gather insight into their clinical and customer service experience.
- **Verbal Feedback:** Clinical and front-of-house staff will be encouraged to engage with patients about their experience, with informal feedback recorded and reviewed by the management team.
- **Complaints and Suggestions Process:** A clearly communicated procedure will be in place to welcome suggestions or handle complaints. Patients will be made aware that their feedback is taken seriously and used to drive improvements.
- **Online Reviews:** We will actively monitor online reviews (e.g., Google, social media) and respond professionally to both positive and negative feedback, where appropriate.

Using Patient Feedback to Improve Quality:

All patient feedback will be:

- Reviewed regularly by the practice management team;
- Discussed in team meetings to identify areas of good practice and opportunities for improvement;
- Used to inform staff training, service development, and updates to patient communication and facilities.

By integrating patient feedback into our quality assurance process, we aim to deliver responsive, patient-centred care that evolves with the needs and expectations of those we serve.

SECTION 4 - DEVELOPMENT AND TRAINING

All staff will undergo a robustly documented induction process, with annual appraisal and continual review of their PDP.

Each team member will have a Continuing Professional Development matrix which is constantly reviewed and updated.

Each team member will also complete an annual Staff Satisfaction Survey.



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

SECTION 5 - OTHER ADDRESSES

Not applicable

SECTION 6 - ARRANGEMENTS FOR ACCESS TO THE PRACTICE

Our private dental practice is committed to being accessible, inclusive, and easy to reach for all patients.

Physical Access:

- The practice is located on the ground floor with **step-free access**, making it suitable for patients with limited mobility, wheelchair users, or those using walking aids.
- A **wheelchair-accessible entrance and reception area** are available.
- We provide an **accessible toilet** that complies with relevant standards for disabled facilities.
- Dedicated parking, including **disabled parking bays**, will be available where possible or patients will be informed of nearby accessible parking options.

Appointments and Contact:

- Patients can access our services by **phone, email, website contact form, or in person**.
- Appointment times are flexible within our **opening hours of Monday to Friday, 9:00am - 5:00pm**.
- We aim to offer **prompt appointments**, including same-day emergency slots where needed.

Communication Support:

- We will make reasonable adjustments to support patients who have sensory impairments, cognitive difficulties, or language barriers.
- Information can be provided in **alternative formats** (e.g., large print) on request.
- Interpreter services will be arranged as needed, particularly for patients whose first language is not English.

Inclusive Practice:

- Our staff are trained to welcome and support all individuals with **dignity, respect, and without discrimination**, in line with the Equality Act 2010.
- Patients are encouraged to inform us of any specific access requirements in advance so we can make appropriate arrangements.

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PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

We are committed to creating an environment that is welcoming, safe, and accessible for every patient who visits our practice.

SECTION 7 - THE RIGHTS AND RESPONSIBILITIES OF PATIENTS

At our private dental practice, we are committed to providing high-quality, patient-centred care in a respectful, safe, and supportive environment. To maintain this, we clearly outline the rights and responsibilities of our patients.

Patient Rights:

- To receive care that is **safe, respectful, and non-discriminatory**, regardless of age, gender, race, religion, disability, or background.
- To be treated with **dignity, compassion, and professionalism** at all times.
- To receive **clear information** about your diagnosis, treatment options, associated risks, and costs to make informed decisions.
- To **ask questions**, express concerns, and take an active role in your care.
- To **refuse or withdraw consent** at any stage of your treatment.
- To have your **privacy and confidentiality** respected in line with data protection laws and clinical standards.
- To access our **complaints procedure** if you are unhappy with any aspect of your care.

Patient Responsibilities:

- To **attend scheduled appointments** on time, or to provide at least **24 hours' notice** if you need to cancel or reschedule.
- To **communicate openly and honestly** with your dental team, including providing accurate medical history and information relevant to your treatment.
- To treat staff and other patients with **courtesy and respect**.
- To **follow clinical advice** and aftercare instructions to ensure the best possible outcomes.



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

- To be aware that repeated missed appointments or short-notice cancellations may result in being discharged from the practice or incurring a cancellation fee.
- To inform us of any **access needs or concerns** in advance so we can make suitable arrangements.

By understanding and respecting these mutual expectations, we can ensure a smooth, safe, and positive experience for all.

SECTION 8 - ACCESS TO PATIENT INFORMATION

We take patient confidentiality and data protection very seriously. All personal and clinical information is handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and professional standards of confidentiality.

Who Has Access to Patient Information:

Access to patient information is strictly limited to those who need it to provide safe and effective care. These include:

Dentists and Clinical Staff (e.g. dental nurses, hygienists, therapists): Access to clinical records necessary for diagnosis, treatment, and continuity of care.

Practice Manager and Administrative Staff: Access to limited information (such as contact details and appointment records) needed for booking appointments, billing, and communication.

Regulatory Bodies (e.g. GDC, HIW): May access records as part of inspections or investigations, only under lawful and controlled circumstances.

External Providers (e.g. dental laboratories, specialist referrals): Only relevant clinical information is shared, and always with patient consent or under a legal duty.

All staff are trained in confidentiality protocols, and robust safeguards are in place, including:

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PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Password-protected computer systems

Secure record-keeping

Confidentiality agreements for all staff and contractors

Patient Rights Regarding Their Information:

Patients have the following rights in relation to their personal data:

The right to access their records: Patients can request a copy of their clinical records at any time.

The right to correct inaccuracies in their personal or clinical information.

The right to withhold consent for information sharing unless disclosure is required by law (e.g. safeguarding concerns or court orders).

The right to know how their data is being used, who it is shared with, and the legal basis for that sharing.

The right to withdraw consent for non-essential data processing (e.g. marketing communications).

A full Privacy Notice explaining how we collect, use, store, and protect patient data is available at the practice and on our website. Patients can contact the Practice Manager with any questions or concerns regarding their data or to exercise their data rights.

SECTION 9 - DATE



PATIENT INFORMATION LEAFLET for PRIVATE DENTAL PRACTICES

Date Patient Information Leaflet reviewed	
Category of changes made	<input type="checkbox"/> Change of staff details <input type="checkbox"/> Change of Registered person(s) <input type="checkbox"/> Change of treatments <input type="checkbox"/> Change of practice /organisation details
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