



Patient Guide & Practice Information leaflet

The aims and objectives of our Practice are:

- Justify the trust our patients have placed in us
- Listen to patients' views and learn from them
- Communicate with patients in a courteous, friendly, professional manner
- Provide patients with the standard of care that we would expect to receive ourselves
- Make sure that patients receive full information about our services, their treatment and its cost
- Provide advice and treatment outside normal surgery hours where necessary
- Stand by the promise we make
- Refer patients for further professional advice and treatment where appropriate
- Are committed to ensuring that we keep our professional skills and knowledge up-to-date

Staff here at Smile Studio are:

Registered Manager - Dr Sarah Cuffin – Principal Dentist - LDS RCS Eng. 1990, BDS Lond 1990 – GDC 65690

Dr Huw Thomas – Associate Dentist – BDS Wales 1986 – GDC 61458

Dr Amy Woolley – Associate Dentist – BDS Sheff 2010 – GDC 193991

Dr Craig Mallorie – Dental Surgeon - BDS (Hons) Wales, MJDF RCS Eng, GradDipClinDent (Dental Implants) Sydney, GradDipClinDent (Dental Sedation) KCLondon, PgCert (Clinical Education) Edinburgh, GradDipClinDent (Oral Surgery) London – GDC 103488

Julie Johnson – Practice / Business Development Manager

Caroline Barry – Head Dental Nurse / TCO – Qual NC NEBDN 2003 – GDC 137106

Claire Eveleigh – Dental Nurse – Verif. Exp in dental nursing 2008 – GDC 138464

Debbie Evans – Dental Nurse – Qual. Cert. in Dental Surgery Assisting NEBDSA 1986 – GDC 121363

Sarah Croyden – Dental Nurse – Qual NC NEBDN 2000 – GDC 136040

Karen Rees – Dental Hygienist – CEB Dip Dent Hygiene 1992 – GCC 4313

Susan Raikes – Dental Hygienist – CEB Cert in Dent Hygiene 1989 – GDC 3792

Sarah Smith – Dental Receptionist

Val Coles – Dental Receptionist

About us:

Smile Studio Penarth dental practice has been established for over 100 years. It is situated in the coastal town of Penarth on the outskirts of Cardiff. We aim to provide the highest level of patient care and dentistry in a relaxing and professional environment. We provide all aspects of general, cosmetic and specialist dentistry including NHS care for children.

Our highly qualified clinicians believe in the philosophy of prevention and also value the importance of the extra confidence that comes from a beautiful smile.

To help us achieve this we are totally committed to continued training and pride ourselves on our knowledge and the quality of our service.

Opening Hours:

Monday – Friday – 8:30am – 5.00pm (Late night Thursday until 7:00pm)

Out of Hours cover (for both private and NHS Patients)

Cardiff & The Vale University Health Board - ☎ 029 20 444 500

Cancellation Policy:

At least 48 hours' notice is required for any cancellations, we reserve the right to charge for any missed appointments.

Smoking Policy:

Smile Studio has a strictly **NO** Smoking policy enforced

Violence and Abuse to staff

We believe that violence is unacceptable in whatever form it takes, for whatever reason. Our aim is to protect everyone who works at the practice from possible harm from violent or aggressive behaviour and to provide a safe place to work.

Violence can be; Actual or threatened physical assaults, Psychological abuse, Verbal abuse (including shouting, swearing and gestures), or actual threats against members of staff.

All incidents (however trivial) are reported to the Practice Manager and a record is kept of the incident. If actual or threatened violence is deemed, we will involve the local police.

Payment Methods / Credit:

We offer a range of payment options, convenient to all patients. You may pay by Credit/Debit Card, Cash or cheque, also available for those wishing to spread the cost of their dental treatments (subject to status) is us in house Interest Free loan option. Private patients of the practice can also join one of Payment Plan options, leaflets of which are available in reception. Payment is required for all treatment received on the day of the appointment in full.

Disability Compliance:

The practice has ground floor surgeries, suitable for those less able to manage stairs

Your Opinion Matters:

Smile Studio regularly seeks the views of our patients on the treatment they receive on any areas of improvement they consider we could benefit from. The method used is both Email / SMS. All patient feedback is kept in the strictest confidence. Results of these surveys can be made available on request.

Complaints Policy:

Smile Studio's complaints Policy is situated in our main Reception area near the entrance.

Respecting the Privacy and Dignity of patients:

Smile Studio has a policy of patient confidentiality and as such all information and records are kept securely. All treatments are carried out in person with patients by fully qualified clinicians in the privacy of a surgery. Records of each visit are kept on the patients file, access to any records relating to patients is limited to ONLY staff working at Smile Studio and only used for the purpose it was intended. Should patients require access to information relating to their Dental treatment requests can be made in writing to the address or Email at the foot of this Patient Information leaflet.

The privacy and dignity of patients is respected at all times.

Registered Manager – Dr Sarah Cuffin
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