

PATIENT INFORMATION LEAFLET

Name of establishment or agency	Restore Dental Group
Address and postcode	354 Whitchurch Road Cardiff CF14 3NH 215 Whitchurch Road Cardiff CF14 3JR
Telephone number	029 2061 9461
Email address	whitchurch@restoredentalgroup.com
Fax number	N/A
Name of Registered Manager	Raid Ali
Name of Registered Provider	Raid Ali, Richard Vangasse, John (Shaun) Andrew McClure

Summary of the Statement of Purpose

Services Provided

Restore Dental Group provides a comprehensive range of NHS and private dental services, including:

- Routine dental examinations and oral health assessments.
- Preventive dentistry, including oral health advice and hygiene care.
- Digital dental radiography.
- Scale and polish treatments.
- Fillings and restorative dentistry.
- Root canal treatment.
- Tooth extractions.
- Crowns, bridges and dentures.
- Urgent and emergency dental care.
- Treatment planning and ongoing oral healthcare.

Additional private treatments include:

- Invisalign® clear aligner therapy.
- Dental implant treatment.

Our practices are equipped with modern dental equipment, including Sirona and Belmont dental units, digital radiography systems and well-maintained clinical facilities to support the delivery of safe, effective and high-quality patient care.

Opening Hours

Monday: 8:00am – 5:30pm

Tuesday: 8:00am – 5:30pm

Wednesday: 8:00am – 5:30pm

Thursday: 8:00am – 5:30pm

Friday: 8:00am – 5:30pm

Urgent and Out-of-Hours Care Call 0300 10 20 247 or 111

Patients requiring urgent dental advice or treatment outside normal opening hours are provided with clear instructions via the practice telephone answering service.

NHS patients are directed to the appropriate emergency dental service in accordance with local health board arrangements. Private patients are provided with the appropriate out-of-hours emergency contact details. Information regarding opening hours, emergency arrangements and contact details is clearly displayed at the practice, included on the practice website, patient information leaflet and official social media platforms.

Violence and Abuse

of the practice team or other patients will not be tolerated. Any such incidents will be managed in accordance with the practice's Violence, Aggression, Bullying and Harassment Policy and may result in treatment being refused, the patient being asked to leave the premises or, where appropriate, the involvement of the police.

Complaints

Restore Dental Group is committed to providing a high standard of care and encourages patients to raise any concerns if they are dissatisfied with any aspect of the service they receive.

Complaints are managed promptly, fairly and confidentially in accordance with the practice's Complaints Policy. Information explaining how to make a complaint is available at reception, within the patient information leaflet and on the practice website. Patients who remain dissatisfied will be advised of any appropriate independent organisations to whom they may escalate their complaint.

Restore Dental Group is committed to providing a safe environment for patients, visitors and staff. Violence, aggression, threatening behaviour, harassment or abuse towards member

STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Shaun McClure	Principal Dentist	BDS Wales - 1998
Richard Vangasse	Principal Dentist	BDS Wales - 2000

Raid Ali	Principal Dentist	BDS (Baghdad) 1996 IQE (London) MFDS RCS (Edinburgh) PGDIP (Cardiff) 2006 MSc in Implant Dentistry
Sion Thomas	Associate	BDS (Hons) 2019 Cardiff, MFDS RCPS (Glas)
Erin Davies	Associate	BDS (Hons) 2019 Cardiff, MFDS RCPS (Glas)
Cath Roberts	Associate	BDS (Hons) 2020 Cardiff, MFDS RCS(Ed)
Khalid Al Jaafari	Associate	BDS, MSc Restorative LDS Royal College of Surgeons of England 2020
Suad Mubarak	Associate	BDS(AI-Anbar), LDS RCS (Eng)
Taya Chapman	Senior Dental Nurse	Level 3 Diploma in Dental Nursing
Emma Lynch	Implant Nurse	National Certificate in Dental Nursing NEBDN
Shannon Wilton	Implant Nurse	Level 3 Diploma in Dental Nursing
Carys Rasis	Dental Nurse	Level 3 Diploma in Dental Nursing
Rebecca Phillips	Dental Nurse	Level 3 Diploma in Dental Nursing
Alys James	Trainee Dental Nurse	-
Libby Flanders	Trainee Dental Nurse	-
Robyn Hall	Trainee Dental Nurse	-
Megan Norris	Trainee Dental Nurse	-
Freyja Hillburg	Trainee Dental Nurse	-
Kiana Payne	Reception	
Carla Davies	Reception	
Harriet Wilson	Reception	
Sasha Andrews	Reception	
Lilli John	Reception	

ORGANISATIONAL STRUCTURE

Practice Owners

Raid Ali GDC 105572 | Richard Vangasse GDC 77237 |
John McClure GDC 74654

Group Operational Clinical Manager

Laura Borley – GDC 169819

Practice Manager

Charlotte Chapman

Associate Dentists Nursing Team Reception Team Support Services

Associate Dentists

- Sion Thomas – GDC 284184
- Erin Davies – GDC 284284
- Cath Roberts – GDC 289246
- Khalid Al Jaafari – GDC 288971
- Suad Mubarak -GDC 298670

Nursing Team

Senior Dental Nurse

- Taya Chapman – GDC 324279

Implant Nurses

- Emma Lynch – GDC 120219
- Shannon Wilton – GDC 303859

Qualified Dental Nurses

- Rebecca Phillips – GDC 260229
- Carys Rasis – GDC 334644

Trainee Dental Nurses

- Alys James
- Libby Flanders
- Robyn Hall
- Megan Norris
- Freyja Hillburg

Reception Team

- Kiana Payne
- Carla Davies
- Harriet Wilson
- Sasha Andrews
- Lilli John

Support Services

- Beata – Cleaner

PATIENTS VIEWS

Restore Dental Group is committed to seeking and responding to patient feedback as part of our commitment to continuous quality improvement and the delivery of high-quality patient care. We value all feedback, whether positive or constructive, as it helps us identify areas of good practice and opportunities for improvement.

Patients are encouraged to share their views in a variety of ways, including:

- Patient satisfaction questionnaires available within the reception and waiting areas.
- Patient feedback forms, which can be completed anonymously and placed in a dedicated feedback box located within the practice.
- Online reviews through platforms such as Google and the practice's official social media pages.
- Direct feedback provided to members of the practice team, either in person, by telephone or by email.

Patient feedback is reviewed regularly as part of the practice's clinical governance programme. Themes, trends and suggestions are analysed, and where appropriate, action plans are developed to improve the services we provide. Outcomes and improvements resulting from patient feedback are discussed at practice meetings and incorporated into our ongoing quality improvement activities where appropriate.

DEVELOPMENT AND TRAINING

Restore Dental Group is committed to supporting the continuous professional development of all employees and fostering a culture of learning, improvement and excellence. As an organisation recognised with the **Investors in People (IIP) Gold Award**, we place significant value on the development, wellbeing and progression of our workforce.

All new employees complete a structured induction programme, during which mandatory training is undertaken and an individual training and development plan is established to support them in their role.

Employees receive regular supervision and performance appraisals, providing opportunities to review performance, identify learning needs and agree personal development objectives.

All members of the team have access to **Dental Tubules**, enabling them to complete verifiable Continuing Professional Development (CPD) at a time convenient to them and maintain compliance with General Dental Council (GDC) requirements.

To support ongoing learning and communication, Restore Dental Group holds regular practice team meetings, management meetings, in-house training sessions and lunch-and-learn events. These provide opportunities to share best practice, discuss clinical governance, review significant events, introduce new guidance and products, and promote continuous improvement.

The practice also organises an annual Study Day, bringing together colleagues from across the organisation to undertake mandatory training, including Cardiopulmonary Resuscitation (CPR), fire safety and other relevant clinical and non-clinical topics. This event supports professional development, encourages collaborative working and promotes the sharing of knowledge and experience across the group.

Restore Dental Group is committed to ensuring that all employees receive the training, support and development necessary to deliver safe, effective and high-quality patient care.

OTHER ADDRESSES

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

Restore Dental Group
St Mellons Dental Practice
16 Crickhowell Road
St Mellons
Cardiff
02920 778899

Restore Dental Group
Ponthir Dental Practice
Stokes Court
Ponthir
Newport NP18 1RY
01633 431299

ARRANGEMENTS FOR ACCESS TO THE PRACTICE

Restore Dental Group is committed to ensuring that our services are accessible to all patients and that reasonable adjustments are made to meet individual needs wherever possible.

The practice provides step-free access to all ground-floor clinical surgeries, allowing patients with reduced mobility or wheelchair users to access treatment comfortably. Accessible toilet facilities are also available for patients and visitors.

Our team will make every reasonable effort to support patients with additional access, communication or mobility requirements. Patients are encouraged to inform the practice of any specific needs when arranging an appointment so that appropriate adjustments can be made where practicable.

We are able to provide the vast majority of dental treatments within our practice facilities. If, in exceptional circumstances, we are unable to safely provide a particular treatment due to clinical or accessibility requirements, we will discuss the available options with the patient and arrange an appropriate referral to another provider or specialist service where necessary.

PATIENT RIGHTS AND RESPONSIBILITIES

Restore Dental Group is committed to providing safe, high-quality, patient-centred care. We believe that patients and the dental team share responsibility for achieving the best possible outcomes.

Patient Rights

As a patient of Restore Dental Group, you have the right to:

- Be treated with dignity, courtesy, respect and compassion at all times.
- Receive care in a safe, clean, comfortable and accessible environment.
- Be treated fairly and without discrimination, regardless of age, disability, gender, race, religion, sexual orientation or any other protected characteristic.
- Have your privacy, dignity and confidentiality respected.
- Access your personal information and dental records in accordance with current legislation.
- Receive clear information about your oral health, diagnosis and treatment options, including the benefits, risks and associated costs, enabling you to make an informed decision about your care.
- Be involved in decisions regarding your treatment and provide valid consent before treatment is carried out.

- Receive urgent dental care in accordance with your clinical needs and local service arrangements.
- Be informed promptly if there is an unavoidable delay to your appointment and be offered an alternative appointment where appropriate.
- Raise compliments, comments, concerns or complaints, knowing they will be managed fairly, promptly and confidentially.

Patient Responsibilities

To help us provide the highest standard of care, we ask that patients:

- Attend appointments on time and provide as much notice as possible if they need to cancel or rearrange an appointment. Wherever possible, we ask for at least 48 hours' notice.
- Keep their personal details up to date, including their address, telephone number and email address.
- Inform the practice of any changes to their medical history, medications or allergies before receiving treatment.
- Follow the advice and treatment recommendations provided by the dental team.
- Maintain good oral hygiene and attend routine examinations and recall appointments appropriate to their individual needs.
- Treat members of the practice team, other patients and visitors with courtesy and respect.
- Ensure that payment for treatment is made in accordance with the practice's payment policy.
- Read the practice information leaflet and familiarise themselves with the services and policies available.

Restore Dental Group operates a zero-tolerance policy towards violence, aggression, threatening behaviour, harassment or abuse. Any patient displaying unacceptable behaviour towards members of the practice team or other patients may have their treatment terminated and, where appropriate, be removed from the practice list or reported to the police.

Patients who repeatedly fail to attend appointments without appropriate notice may have future appointments managed in accordance with the practice's Management of Failed Appointments Policy.

By working together, patients and the practice team can help ensure the delivery of safe, effective and high-quality dental care for everyone.

ACCESS TO PATIENT INFORMATION

Restore Dental Group is committed to protecting the confidentiality, privacy and security of all patient information. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and all relevant professional and legal requirements relating to the management of personal information.

Access to patient records is restricted to authorised members of the practice team who require the information to carry out their duties. This includes dentists, dental nurses, hygienists, therapists, practice managers and authorised reception and administrative staff. All employees are bound by strict confidentiality requirements and receive appropriate information governance training.

Patient information may be shared, where appropriate and lawful, in the following circumstances:

- To facilitate your ongoing care and treatment, including referrals to hospitals, specialists or other healthcare professionals.
- Where disclosure is required or permitted by law.
- For NHS administration, clinical audit, service monitoring and quality improvement activities.
- For planning and improving healthcare services, using anonymised or pseudonymised information where appropriate.

Your personal information will not be shared with third parties for any other purpose without your consent, unless there is a legal obligation or overriding public interest to do so.

Patients have the right to request access to their personal information, request corrections to inaccurate information and understand how their information is used. Requests will be managed in accordance with the practice's Data Protection and Confidentiality policies and current legislation.

Date Patient Information Leaflet written	31/07/2026
Author	Raid Ali

PATIENT INFORMATION LEAFLET REVIEWS

Date Patient Information Leaflet reviewed	04/02/2020
Reviewed by	Laura Borley
Date HIW notified of changes	04/02/2020

Date Patient Information Leaflet reviewed	02/03/2021
Reviewed by	Laura Borley
Date HIW notified of changes	02/03/2021

Date Patient Information Leaflet reviewed	26/01/2022
Reviewed by	Laura Borley
Date HIW notified of changes	26/01/2022

Date Patient Information Leaflet reviewed	22/02/2023
Reviewed by	Laura Borley
Date HIW notified of changes	22/02/2023

Date Patient Information Leaflet reviewed	19/01/2024
Reviewed by	Laura Borley
Date HIW notified of changes	19/01/2024

Date Patient Information Leaflet reviewed	03/03/2025
Reviewed by	Laura Borley
Date HIW notified of changes	03/03/2025

Date Patient Information Leaflet reviewed	31/07/2026
Reviewed by	Laura Borley
Date HIW notified of changes	31/07/2026