



# Cathedral Dental Clinic

General, Cosmetic, Implants & Orthodontics

## STATEMENT OF PURPOSE

Name of establishment	Odonto Limited T/A Cathedral Dental Clinic
Address and postcode	166 Cathedral Road Pontcanna Cardiff CF11 9JD
Telephone number	02920 382 671
Email address	admin@cathedraldentalclinic.com
Fax number	02920 232 066

## Aims and objectives of the establishment or agency

Our committed team aim to providing all patients with the best possible service, care and treatment in General & Cosmetic dentistry, Dental Implant, Endodontics, Prosthodontics & Orthodontic treatments.

Our objectives are to offer clinical excellence by our experienced clinicians, using latest quality equipment, appliances and materials to achieve optimum results and patient satisfaction; while placing a high emphasis on prevention, oral health education and building close relationships with our patients.

## REGISTERED MANAGER DETAILS

Name	Ali Tabatabai (known as Ali Tabai)
Address and postcode	Cathedral Dental Clinic 166 Cathedral Road Pontcanna Cardiff CF11 9JD
Telephone number	02920 340 165
Email address	ali@cathedraldentalclinic.com
Fax number	02920 232 066
Qualifications;	BSc, Mechanical & Production Engineering DMS, Post graduate Diploma in Management Studies MBA, Master in Business Administration
Experience;	22 years business & management experience, non-medical sectors 16 years business, management & operational experience, dental sector



## RESPONSIBLE INDIVIDUAL DETAILS

Name	Ali Tabatabai (known as Ali Tabai)
Address and postcode	Cathedral Dental Clinic 166 Cathedral Road Pontcanna Cardiff CF11 9JD
Telephone number	02920 340 165
Email address	ali@cathedraldentalclinic.com
Fax number	02920 232 066
Qualifications	BSc, Mechanical & Production Engineering DMS, Post graduate Diploma in Management Studies MBA, Master in Business Administration
Experience;	22 years business, management and operational experience in non medical sectors 16 years business, management and operational experience in dental sector
Roles and responsibilities within the organisation:	Daily operation and running of the clinic to meet all private and NHS dentistry regulations.  The outline of my responsibilities are: Overseeing clinical activities with the principal dentist and clinic supervisor Regular meetings with dentists and nursing team. Overseeing reception and administration operations through meetings with the clinic supervisor and reception team. Overseeing accounting and financial activity with clinic book keeper and accountants.  Strategic planning & overseeing of: - clinical services offered, equipment addition/ renewal, administration & operational expansion/development, - oral health campaigns with corporations and schools  - overseeing building maintenance/ refurbishment. - overseeing development and implementation of oral digital scanning facilities.



### STAFF DETAILS

Name	Position	Qualifications/ Experience
Dr Vida Kolahi	Principal Dentist	DDS, Tandlokare Karolinska 2003, PGCert Orthodontics
Mr Ali Tabatabai	Operations Manager	BSc, DMS, MBA, 35 years Business & Management experience
Mrs Cathy Huddleston	Administration Supervisor	BTEC Dip Management, 16 years Clinic Supervisory Experience
Dr Mary Murray	Associate Dentist	BDS, 1988 Wales
Dr Sareena Jakhu	Associate Dentist, Special interest in Endodontics	BDS 2015 Wales, MSc Endodontics, MFDS RCPS (Glasg)
Dr Domenico Apruzzese	Associate Oral & Implant Surgeon	MD (Oral Surgery) 1981 DMS (Dent) Rome 1984 MD (Plastic Surgery) 1989
Dr Antonio Pires	Associate Dentist	MDDr, 2021 (Czech)
Mrs Amanda Webber	Hygiene Therapist	Dip Dental Therapy 2000 Dip Dental Hygiene 1999
Mrs Mervet Mhanni	Hygiene Therapist/ Nurse	NEBDN Wales
Ms Joanna Munro	Head Dental Nurse	NVQ Level 3 Dental Nursing
Ms Kayleigh Grennan	Trainee Dental Nurse	BA, MSc, National Diploma Training
Mrs Faiza Khalid	Trainee Dental Nurse	National Diploma Training
Ms Szilvia Szekrenyes	Decontamination Nurse	National Diploma Training
Ms Briony W Brown	Receptionist Administrator	BA
Harriet Landsey	Receptionist Administrator	BETEC
Ffion Morgan	Receptionist Administrator	BA
Daniella Kamcheva	Accounts Clerk	AATQB



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## ORGANISATIONAL STRUCTURE

Dr Vida Kolahi  
Principal Dentist  
Director

Ali Tabatabai  
Operation Manager  
Director

Cathy Huddleston  
Clinic Supervisor

Dr Mary Murray  
Associate Dentist

Dr Sareena Jakhu  
Associate Dentist

Dr D Apruzzese  
Associate Surgeon

Antonio Pires  
Associate Dentist

Mervet Mhanni  
Hygiene Therapist

Amanda Webber  
Hygiene Therapist

Joanna Munro  
Head Nurse

Kayleigh Grennan  
Trainee Nurse

Faiza Khalid  
Trainee Nurse

Szilvia Szekrenyes  
Trainee Nurse

Harriet Landsey  
Reception &  
Administration

Briony W Brown  
Reception &  
Administration

Ffion Morgan  
Reception &  
Administration

Daniella Kamcheva  
Account Clerk

## SERVICES / TREATMENTS / FACILITIES

### General & Cosmetic Dentistry

Oral Examinations  
Dental Crowns and Bridges  
Fillings (composite)  
Fissure Sealants  
Dentures  
Nightguards  
Sports Guards  
Scale and Polish  
Gum Contouring  
Teeth whitening  
Tooth extractions  
Tooth smoothing & stoning  
Anti-Snoring devices  
TMJ Treatment

### Oral Surgery

Dental Implants  
Gum Grafting  
Sinus lift  
Bone graft  
Impacted Molar

### Orthodontic Treatment



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Fixed & Removal Braces

Endodontic Treatment  
Root Canal Treatment

Periodontal Treatment

## PATIENTS VIEWS

*We seek patient's views on the services / treatments we provide by:*

Via verbal communication  
Patient feedback forms  
Online patient feedback electronic form  
Online testimonials electronic forms  
Online external rating and social media

## ARRANGEMENTS FOR VISITING / OPENING HOURS

Opening Hours are as follows:

Mondays	8.15am until 5.00pm
Tuesdays	8.15am until 5.00pm
Wednesdays	8.15am until 5.00pm
Thursdays	8.15am until 5.00pm
Fridays	8.15am until 4.00pm
Saturdays	Closed
Sundays	Closed
Public Holidays	Closed

Should patients require out of hours care the answer machine message gives them the following contact numbers:

NHS dental helpline 02920 444 500  
NHS Direct 0845 46 47

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

### **Patient Advice Leaflet**

If you have any complaint or concern about the care or service you have received from Cathedral Dental Clinic, please let us know.

We operate an informal, confidential in house procedure which we hope will resolve any problems quickly and efficiently.

Written complaints should be addressed to the Operations Manager, Mr Ali Tabatabai.

We aim to acknowledge any complaint within 2 working days, provide an explanation within 10 working days and aim to reach a satisfactory conclusion within 28 working days; however, in some cases extra time may be required.

At the end of the investigation you will be informed what conclusion has been reached and what (if any) action is being taken.

NB: This procedure does not affect your right to make representations to:



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Local Primary Care Trust (Local Health Board)  
Cardiff and Vale LHB  
PCIC Offices, Cardiff Royal Infirmary  
Glossop Terrace, CF24 0SZ  
Tel: 02920 834 511

**OR**

HIW (Health Inspectorate Wales)  
Welsh Government, Rhydycar Business Park  
Merthyr Tydfil, CF48 1UZ  
Tel: 0300 0628 163

**OR**

Public Services Ombudsman for Wales  
1 Fford Yr Hen Gae  
Pencoed, CF35 5LJ  
Tel: 0300 790 0203  
Cathedral Dental Clinic, 166 Cathedral Road, Pontcanna, Cardiff, CF11 9JD  
Tel: 02920 382 671 Fax: 02920 232 066 Email: [admin@cathedraldentalclinic.com](mailto:admin@cathedraldentalclinic.com)

## PRIVACY AND DIGNITY

### **Patients Privacy, Dignity and Confidentiality Policy**

*At Cathedral Dental Clinic, the need for the strict confidentiality of personal information about patients is taken very seriously. This document sets out our policy for maintaining confidentiality and all members of the practice team must comply with these safeguards as part of their employment/contract for services with this practice.*

### **The importance of confidentiality**

The relationship between the dentist and the patient is based on the understanding that any information revealed by the patient to the dentist will not be divulged without the patient's consent. Patients have the right to privacy and it is vital that they give the dentist full information on their state of health to ensure treatment is carried out safely. The intensely personal nature of health information means that many patients would be reluctant to provide the dentist with information if they were not sure that it would not be passed on. If confidentiality is breached, the dentist/dental hygienist/dental therapist/dental nurse faces investigation by the General Dental Council and possible erasure from the Dentists or DCP Register; and may also face legal action by the patient for damages and, for dentists, prosecution for breach of the 1998 Data Protection Act.

### **General Dental Council**

All staff must follow the General Dental Council's rules for maintaining patient confidentiality contained in standards for dental professionals and principles of patient confidentiality.

If confidentiality is breached, each registered dental professional involved is responsible to the council for their individual conduct.

### **What is personal information?**

In a dental context, personal information held by a dentist about a patient includes:



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- The patient's name, date of birth, current and previous addresses, telephone number/e-mail address and other means of personal identification such as physical description
- Information that the individual is or has been a patient of the practice or
  - attended, cancelled or failed to attend an appointment on a certain day
  - Information concerning the patients physical, mental or oral health or condition
  - Information about the treatment that is planned, is being or has been provided
  - Information about family members and personal circumstances supplied by the patient to others
- The amount that was paid for treatment, the amount owing or the fact that the patient is a debtor to the practice

## **Principles of confidentiality**

This practice has adopted the following three principles of confidentiality:

Personal information about a patient:

is confidential in respect of that patient and to those providing the patient with health care

should only be disclosed to those who would be unable to provide effective care and treatment without that information (the need to know concept) and

such information should not be disclosed to third parties without the consent of the patient except in certain specific circumstances described in this policy.

## **Disclosures to third parties**

There are certain restricted circumstances in which a dentist may decide to disclose information to a third party or may be required to disclose by law. Responsibility for disclosure rests with the patient's dentist and under no circumstances can any other member of staff make a decision to disclose. A brief summary of the circumstances is given below.

## **When disclosure is in the public interest**

There are certain circumstances where the wider public interest outweighs the rights of the patient to confidentiality. This might include cases where disclosure would prevent a serious future risk to the public or assist in the prevention or prosecution of serious crime.

## **When disclosure can be made**

There are circumstances when personal information can be disclosed:

where expressly the patient has given consent to the disclosure

where disclosure is necessary for the purpose of enabling someone else to provide health care to the patient and the patient has consented to this sharing of information

where disclosure is required by statute or is ordered by a court of law

where disclosure is necessary for a dentist to pursue a bona-fide legal claim against a patient, when disclosure to a solicitor, court or debt collecting agency may be necessary.



## **Disclosure of information necessary in order to provide care and for the functioning of the NHS**

Information may need to be disclosed to third party organisations to ensure the provision of care and the proper functioning of the NHS. In practical terms this type of disclosure means:

transmission of claims/information to payment authorities such as the DPD/SDPD/CSA

in more limited circumstances, disclosure of information to the PCT/HB

referral of the patient to another dentist or health care provider such as a hospital.

## **Data protection code of practice**

The Practice's Data protection code of practice provides the required procedures to ensure that we comply with the 1998 Data Protection Act. It is a condition of engagement that everyone at the practice complies with the code of practice.

## **Access to records**

Patients have the right of access to their health records held on paper or on computer. A request from a patient to see records or for a copy must be referred to the patient's dentist. The patient should be given the opportunity of coming into the practice to discuss the records and will be given a photocopy. Care should be taken to ensure that the individual seeking access is the patient in question and where necessary the practice will seek information from the patient to confirm identity. The copy of the record must be supplied within forty days of payment of the fee and receipt of identifying information if this is requested.

The fact that patients have the right of access to their records makes it essential that information is properly recorded.

Records must be:

- contemporaneous and dated
- accurate and comprehensive
- signed by the dentist
- neat, legible and written in ink
- strictly necessary for the purpose
- not derogatory
- such that disclosure to the patient would be unproblematic.

## **Practice rules**

- The principles of confidentiality give rise to a number of practice rules that everyone in the practice must observe:
- records must be kept secure and in a location where it is not possible for other patients or individuals to read them
- identifiable information about patients should not be discussed with anyone outside of the practice including relatives or friends
- a school should not be given information about whether a child attended for an appointment on a particular day. It should be suggested that the child is asked to obtain the dentist's signature on his or her appointment card to signify attendance
- demonstrations of the practice's administrative/computer systems should not involve actual patient information
- when talking to a patient on the telephone or in person in a public area care



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- should be taken that sensitive information is not overheard by other patients
- do not provide information about a patient's appointment record to a patient's employer
- Messages about a patient's care should not be left with a third party or left on answering machines. A message to call the practice is all that can be left
- Recall cards and other personal information must be sent in an envelope
- Disclosure of appointment books, record cards or other information should not be made to police officers or Inland Revenue officers unless upon the instructions of the dentist
- Patients should not be able to see information contained in appointment books, day sheets or computer screens
- Discussions about patients should not take place in the practice's public areas.

### Disciplinary action

- *If, after investigation, a member of staff is found to have breached patient confidentiality or this policy, he or she shall be liable to summary dismissal in accordance with the practice's disciplinary policy.*

<b>Date Statement of Purpose written</b>	OCT 2007
<b>Authors</b>	Ali Tabai Dr Vida Kolahi

## STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose Reviewed	01/12/2022
Reviewed by	Ali Tabai Dr Vida Kolahi Cathy Huddleston
HIW notified of changes	01/12/2022