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| **STATEMENT OF PURPOSE** | |
| Name of establishment or agency | Llynfi Dental Practice |
| Address and postcode | 14 Talbot Street  Maesteg  CF34 9BT |
| Telephone number | 01656 734939 |
| Email address | [llynfisurgery@llynfidental.com](mailto:llynfisurgery@llynfidental.com)  accdentalcollins@aol.co.uk |
| Fax number | N/A |

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| **Aims and objectives of the establishment or agency** |
| 1. To provide high quality dental care in a safe, clean, comfortable environment to both our NHS and private patients 2. To promote and provide good oral health care to all our patients 3. To make sure that our patients treatment plans are tailored to their needs, are involved in the decision making regarding their dental care. 4. To involve other professionals in the care of our patients where this is in the patients’ best interest, for example a referral to a Specialist for care and advice. 5. To make sure that all our staff are fully trained to carry out their job roles in a professional manner, and are kept up to date on new techniques, legislations etc by going on postgraduate courses and being involved in the dental CPD system. |

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| **REGISTERED MANAGER DETAILS** | |
| Name | Ann Collins |
| Address and postcode | LLynfi Dental Practice  14 Talbot Street  Maesteg  CF33PZ |
| Telephone number | 01656 734939 |
| Email address | acdentalcollins@aol.co.uk |
| Fax number |  |
| Relevant qualifications  ILM level 3 management | |
| Relevant experience  Been a Dental Practice Manager for 8 years | |

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| **RESPONSIBLE INDIVIDUAL DETAILS** | | | |
| Name | Nicola Hall, James Thorne, Anwen Hopkins | | |
| Address and postcode | LLynfi Dental Practice  14 Talbot Street  Maesteg  CF34 9BT | | |
| Telephone number | 01656 734939 | | |
| Email address | Llynfisurgery@llynfidental.com | | |
| Fax number |  | | |
| Relevant qualifications  Nicola Hall = BDS Wales 1982  James Thorne = BDS Wales 2003  Anwen Hopkins = BDS Wales 2004 Dip Ed postgraduate dental education | | | |
| Relevant experience  Nicola Hall = 37 yrs. qualified dentist, owned own practice for 31yrs.  James Thorne = 19yrs. qualified dentist, owner in 2 practices for 11 yrs  Anwen Hopkins = 18 yrs. qualified dentist, owner in 2 practices for 11yrs. | | | |
| Roles and responsibilities within the organisation  Nicola Hall = Radiation safety, health and safety, infection control, information control  James Thorne = Radiation safety, health and safety, infection control, information control  Anwen Hopkins = Radiation safety, health and safety infection control, information control | | | |
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| **STAFF DETAILS** | | | |
| *Please provide the following details for all staff providing services at your establishment or agency* | | | |
| Name | | Position | Relevant qualifications / experience |
| Nicola Hall | | Dentist  principle | BDS Wales |
| James Thorne | | Dentist  principle | BDS Wales |
| Anwen Hopkins | | Dentist  principle | BDS Wales |
| Ioan Owen | | Dentist  associate | BDS Wales |
| Amit Gupta | | Dentist  associate | BDS Pune |
| Phoebe Mellows | | Dentist  associate | BDS Wales |
| Lauren Davies | | Hygienist | Diploma in Dental Hygiene |
| Farzana Akhter | | Hygienist | BDS UK 36c Dentist Registration Act |
| Bazanath Melethil | | Dental Therapist | BDS UK 36c Dentist Registration Act |
| Ann Collins | | Practice Manager | ILM Level 3 management |
| Lisa Rigby | | Practice manager /Dental Nurse | ILM Level 3 management  NVQ level 3 Dental Nursing & Higher diploma in Dental Nursing |
| Lesley Mc Gee | | Dental Nurse | NVQ level 3 Dental Nursing |
| Lauren Moody | | Dental Nurse | NVQ level 3 Dental Nursing |
| Phoebe Jones | | Dental Nurse | NVQ level 3 Dental Nursing |
| Sinead Fenlon | | Dental Nurse | NVQ level 3 Dental Nursing |
| Sam Davies | | Receptionist/Dental Nurse | NVQ level 3 Dental Nursing |
| Lynne Thomas | | Dental Nurse | NVQ level 3 Dental Nursing |
| Megan Lovell | | Dental Nurse | NVQ level 3 Denal Nursing |
| Ffion Lloyd | | Dental Nurse | NVQ level 3 Dental Nursing |
| Kim Evans | | Decon operator | ……………………………………. |
| Karen Harris | | Decon operator | …………………………………… |

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| **ORGANISATIONAL STRUCTURE** |
| *Please insert a diagram or description of your organisational structure (please delete this section if not applicable)*  Nicola Hall  Owner & Principal Dentist  James Thorne  Owner & Principal Dentist  Anwen Hopkins  Owner & Principal Dentist  Lisa Rigby  Clinical practice manager  Ann Collins  HR Practice manager  Ioan Owen  Associate Dentist  Amit Gupta  Associate Dentist      Bazanath Melethil  Dental Therapist  Farzanna Akhter  Hygienist  Lauren Davies  Hygienist  Ffion Lloyd Dental nurse  Lynne Thomas Dental Nurse  Phoebe Jones  Dental nurse  Lauren Moody  Dental nurse  Megan Lovell  Dental Nurse  Sinead Fenlon  Dental nurse  Karen Harris  Decon Room Operator  Kim Evans  Decon Room Operator  Sam Davies/Head Dental Nurse  Receptionist  Lesley Mc Gee /Dental nurse  Receptionist |

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| **SERVICES / TREATMENTS / FACILITIES** |
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| *Please detail each treatment you intend providing with the age range and any specialist equipment used*  Here at Llynfi dental we provide dental treatment for both Private and NHS patients (All age ranges*)*  We provide the following treatments at Llynfi dental:   * Preventative dentistry * Restorative dental treatment * Periodontal treatments * Endodontics * Crown and bridge work * Minor oral surgery * Cosmetic treatments such as tooth whitening * Invisalign * Smilefast Composite Bonding   We have on site four new, state of the art fully equipped surgeries. All are computerised with additional clini pads and digital x-ray machines.  All surgeries are equipped with dental and hygiene handpieces, endo motors, apex locators and dental curing light. They also have a dental amalgamator machine and various dental instruments including extraction forceps and surgical equipment  We have two ground floor surgeries and toilet with wheel chair access. Our ground floor reception has a disable friendly reception desk with built in loop system for the deaf and hard of hearing. On our first floor we have two more surgeries with a secondary waiting area. The top floor of the practice houses our fully equipped purpose-built decontamination room where instruments are processed in accordance with WHTM-1-05. All surgeries are equipped with a pod system (aerocom) that shoots dirty instruments up to the decontamination room and clean back down to the surgeries via clean and dirty specialised capsules/pods. This system is run via a compressed air system that is maintained by the specialist company areocom. |

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| **PATIENTS VIEWS** |
| *How do you seek patient’s views on the services / treatments you provide?*  Here at Llynfi dental we welcome people’s views on the treatment and care we provide them; we actively seek them via the following methods   * Patient and staff communication =All staff are trained to chat to our patients regarding any treatment provided and any relevant feedback is discussed in staff meetings and training sessions * Via media = Views and testimonials can be left on our website and Facebook page * Patient questionnaires are given randomly, then an audit completed in order to improve our patients experience with us * In writing via a Letter, e-mail, text message |

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| **ARRANGEMENTS FOR VISITING / OPENING HOURS** |
| *What are the opening hours of the establishment?*  *What are the arrangements for patients who require urgent care or treatment out of hours?*  ***If you provide in patient care*** *what are the arrangements for contact between patients and their relatives i.e. visiting times*  Monday 8.45 am -1.00 pm (lunch) 2.00 pm - 5.00 pm  Tuesday 8.45 am -1.00 pm (lunch) 2.00 pm - 5.00 pm  Wednesday 8.45 am -1.00 pm (lunch) 2.00pm - 5.00 pm  Thursday 8.45 am -1.00 pm (lunch) 2.00 pm - 5.00 pm  Friday 7.45 am -1.00 pm (lunch) 2.00 pm - 4.00 pm  Saturday Closed  Sunday Closed  Out of Hours is provided by the following:  NHS Patients =The answerphone will direct NHS patients to contact Health board out of Hours call centre on 0300 123 5060  DPAS Plan Patients = The answerphone will direct DPAS plan patients to their emergency out of hours number on 01656 864880 |

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| **ARRANGEMENTS FOR DEALING WITH COMPLAINTS** |
| It is our aim to always have satisfied patients, to meet your expectations of care and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously; we investigate them in a full and fair way and take great care to protect your confidentiality.  If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. Please address all complaints to Ann Collins who is the practice manager. If we cannot resolve your complaint immediately it will be acknowledged within 7 working days and we aim to provide a full response within 28 working days.  If Ann Collins is unavailable, we will take brief details about the complaint and let you know when you can talk to a suitable member as soon as possible. We will keep comprehensive and confidential records of your complaint, which will be stored securely.  Should the complaint need to be investigated, this may involve the person who treated you, members of the team or others. In some cases, the investigation may take longer than 28 working days, in which case you will be informed about the reason for the delay, the progress of the investigation and the proposed date it will be completed.  When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.  We regularly analyse patient complaints to learn from them and to improve our services. That’s why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint, you can take it further, please see the contacts below.  Contacts  If you wish to contact the practice manager please phone 01656 734939 and ask for Ann Collins, or you can write to us at LLynfi Dental, 14 Talbot Street, Maesteg CF34 9BT, or you can email [acdentalcollins@aol.co.uk](mailto:acdentalcollins@aol.co.uk)  For NHS treatment you can make a complaint to Claire Adams at the local health board if you do not wish to deal with the practice directly on 01443 744850.  For NHS complaints the Cwm Taf Morgannwg University Health Board offers a friendly, confidential complaints advocacy service.  This is a free service that is available to patients or their representatives who wish to make a complaint through the NHS complaints procedure, they can be contacted on 01443 744850, or cwmtaf.concerns@wales.nhs.uk Cwm Taf Morgannwg University Health Board, Ynysmeurig House, Navigation Park, Abercynnon, CF45 4SN.  The public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 LJ, 0845 601 0987 or www.omudsman-wales.org.uk  For private dental treatment you can contact Healthcare Inspectorate Wales by calling 0300 062 8163 or visit hiw@gov.wales  The public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 LJ, 0845 601 0987 or www.omudsman-wales.org.uk  For private dental treatment you can contact Health Inspectorate Wales by calling 0300 062 8163 or visit hiw@gov.wales |

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| **PRIVACY AND DIGNITY** |
| Here Llynfi Dental, we are committed to providing our patients the same privacy, dignity, respect and compassion that we would want for ourselves, our family and friends.  Our objective is for Llynfi Dental to be a successful, caring and welcoming place for patients to receive their dental care and advice. We want to create a supportive and inclusive environment where our staff can reach their full potential and care is provided in partnership with patients, without prejudice or discrimination.  We are committed to a culture where respect and understanding is fostered and the diversity of people's backgrounds and circumstances is positively valued.  This policy has been set up to help us achieve this aim for the practice. The non-discrimination rights of our patients and our staff are protected by anti-discrimination legislation including the Equality Act 2010, Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000, and the Employment Rights Act 1996.  By implementing this policy, we endeavour to ensure that discrimination does not take place and that everyone is treated fairly and equally. The aim of this policy is to remove any potential discrimination in the way that people with protected characteristics are cared for by the Practice.  This policy ensures that at this practice we endeavour to care for and provide treatment for our patients regardless of their:   * Age * Disability * Race * Religion or belief, * sex and sexual orientation * gender/or gender assignment * marriage and civil partnership, * pregnancy and nursing mother   Our practices intention is to develop and support equality and diversity measures by:   * Providing services that are accessible to patients with disabilities * Having loop system for deaf and hard of hearing * Providing patient information in a variety of languages, if required * Having translation services available for patients who need this * Ensuring that care of individuals is planned with their speciﬁc needs at the centre * Tackling oral health inequalities through positive promotion and care      * Involving patient groups and individuals in the design of our service * Responding positively to the diverse needs and experiences of our patients and the community even when those needs are challenging to deal with * Ensuring that we join up with services involved with the care of patients with particular medical and social care needs. |

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| **Date Statement of Purpose written** | 20/6/2018 |
| **Author** | Lisa Rigby/Ann Collins |

**STATEMENT OF PURPOSE REVIEWS**

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| Date Statement of Purpose reviewed |  |
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| Date HIW notified of changes |  |

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