

## **STATEMENT OF PURPOSE**

Name of establishment or agency	Rhoose Dental Practice
Address and postcode	5 Fontygary Road Rhoose Vale of Glamorgan CF62 3DR
Telephone number	01446 711797
Email address	rhoosedentalpractice@hotmail.co.uk
Fax number	n/a

### **Aims and objectives of the establishment or agency**

1. Promote good oral health to all patients attending our practice for care and advice.
2. Provide high quality dental care, including periodic examinations and treatment, where required.
3. Understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully.
4. Involve other professionals in the care of our patients, where this is in the patient's interests for example, referral for specialist care and advice.

5. Participate in local initiatives to promote the benefits of general and oral health to the wider population.
6. Ensure that all members of our team have the right skills and training to carry out their duties competently and with confidence.
7. Ensure an awareness of current national guidelines affecting the way we care for our patients.

The surgery undertakes 3 regulated activities- “treatment of disease, disorder or injury”, “surgical procedures” and “diagnostic and screening procedures”.

This includes:-

- The diagnosis and treatment of dental disease including caries and periodontal disease
- Orthodontic assessment and treatment
- Treatment of oral trauma
- Providing dental restorations
- Dental extractions
- Radiographs (taking and diagnosing)
- Soft tissue screening
- Provision of school visits

## REGISTERED MANAGER DETAILS

Name	Paul John Jones
Address and postcode	5 Fontygary Road Rhoose Vale of Glamorgan CF62 3DR
Telephone number	01446 711797
Email address	rhoosedentalreception@gmail.com
Fax number	n/a
Relevant qualifications	Batchelor of Dental Surgery 2.1 (Cardiff University) Diploma in Postgraduate Dental Studies (Bristol University) Diploma in Conscious Sedation (Cardiff University) Diploma in Oral Surgery (Royal College of Surgeons, England) MJDF (Royal College of Surgeons, England)

## Relevant experience

Perform and provide dental services to both NHS and private adults and children.

- Oversee the overall functions and take responsibility for the daily
- Operations of the practice, by ensuring that the work is carried out according to agreed systems and policies as determined by the provider;
- Responsible for the recruitment, training and development processes of existing and new employees, including monitoring and evaluating staffing levels to meet existing and future needs;
- Maintain the surgery and offices in good working order and ensure that the equipment is in good working condition and to report any needs and/or requirements to the provider;
- Ensure excellent quality of service levels for patients;
- Build and lead an effective team, develop motivation, commitment and sound working relations and morale within the practice staff;
- Supervise the staff on a day-to-day basis and ensure they are formally appraised at least annually;
- Be responsible for implementing disciplinary procedures as required;
- Have overall responsibility for the implementation and monitoring of all health and safety policies, including all safe systems of work;
- Ensure that all possible steps are taken to prevent accidents and to minimise any potential hazards;
- Facilitate the cascading of Health & Safety information and issues to all staff and to ensure that this has been digested and understood;
- Ensure that all practice's policies and procedures are effectively implemented and monitored and to be responsible for them;
- Have overall responsibility for the delivery of quality services to all patients;
- Have overall responsibility for investigating and documenting all untoward events, e.g. any complaints or grievances which the patients might have;
- Investigate any accidents and incidents which may occur;
- Receive and evaluate patient feedback and make process changes to the running of the practice if appropriate;
- Oversee the financial processes and completion of relevant documents, e.g. invoices, supervision and staff training records.

## STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
Aled James	Dentist	

Elin Jones	Dentist	
Jay Dos Santos	Dentist	
Naomi Rhys-Ellis	Dentist	
Carlie Cummings	Dentist	
Angela Jenkins	Hygienist	
Anne Mcwhirter	Receptionist	
Mandy Kelland	Receptionist	
Sarah James	Practice Manager	
Rebekah Favell	Decon Lead	
Sarah Griffiths	Dental Nurse	
Dolly Ling	Dental Nurse	
Charlotte Lane	Dental Nurse	
Ellie Bryan	Trainee Dental Nurse	
Ruby Garner	Trainee Dental Nures	

### **ORGANISATIONAL STRUCTURE**

*Please insert a diagram or description of your organisational structure  
(please delete this section if not applicable)*

Within the Clinical team we have

- 5 Dentists
- 4 Qualified Dental Nurse
- 2 Trainee Dental Nurse
- 1 Practice Manager
- 1 Business Manager

### **SERVICES / TREATMENTS / FACILITIES**

*Please detail each treatment you intend providing with the age range and any specialist equipment used*

We provide general dental services to the whole population.

This includes the diagnosis and treatment of dental disease including caries and periodontal disease.

We also take radiographs as an aid to diagnosing the patient's oral condition and undertake dental extractions where necessary.

We are available to treat oral trauma and can follow it up by providing dental restorations.

In relation to the area of wider health, we also undertake soft tissue screening for the early detections of oral cancers.

## **PATIENTS VIEWS**

*How do you seek patient's views on the services / treatments you provide?*

At Rhoose Dental Practice, we want to provide our patients with the best possible care to meet their needs. Patient views on our practice and the care they receive helps us ensure that we continue to offer a good service and that patients will want to continue as a patient at our practice.

We ask our patients for feedback on a regular basis by asking them to fill out a confidential questionnaire which can then be posted in locked boxes located in various positions throughout the practice.

### **Patient satisfaction questionnaire**

Please spend a few minutes completing this questionnaire before posting it in the suggestions box at reception.

#### **How did you hear about the practice?**

Advertisement ( )

Passing the door ( )

Recommendation ( )

Internet search ( )  
website ( )

Practice leaflet ( )

Practice

Other – please state

### Practice personnel

<b>Dentists</b>	<b>Yes</b>	<b>No</b>
Was your dentist friendly and welcoming?		
Did your dentist ask you about your reasons for coming to the practice?		
Did your dentist ask how you feel you about your teeth and the previous treatments that you received?		
Were you encouraged to ask questions? Did you receive satisfactory answers?		
If you needed treatment, were your options explained to you fully?		
Were the advantages and disadvantages of each option explained fully?		
Were costs of each option explained?		
Did you receive a written treatment plan and an indication of the costs?		

Any other comments you wish to make:

	<b>Yes</b>	<b>No</b>
<b>Dental hygienists</b>		
Was the hygienist friendly and welcoming?		
Did the hygienist explain why you were seeing them and what they were going to do?		
Did the hygienist give you advice on how you can improve the health of your gums – by more efficient cleaning or dietary changes, for example?		
Were you encouraged to ask questions? Did you receive satisfactory answers?		

Any other comments you wish to make:

	<b>Yes</b>	<b>No</b>
<b>Dental nurses and receptionists</b>		
Was the receptionist welcoming when you arrived at the practice		
Were the nurses and receptionists friendly and caring?		
Did they provide you		

with sufficient information to help you at your first visit? Did you find them well-informed?		
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Any other comments you wish to make:

**What do you like about the practice?**

**What do you not like about the practice?**

**Would you recommend the practice to others? Yes ( ) No ( )**

Please tell us why:.

#### **ARRANGEMENTS FOR VISITING / OPENING HOURS**

*What are the opening hours of the establishment?*

Opening Hours: 9:00 until 13:00 – 14:00 until 17:30

*What are the arrangements for patients who require urgent care or treatment out of hours?*

Out of hours Emergency

For NHS patients requiring emergency help or advice outside of the practice opening hours, please ring 111.

For Private and Dental plan patients please call 07950461395

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

*Please provide details about*

- ***how to complain***

At Rhoose Dental Practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

- If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
- If the patient complains in writing or by e-mail it will be passed on immediately to the Complaints Manager.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

### **Annual NHS complaints report**

It is important that all practices keep records of complaints and are able to provide details to their primary care organisation.

#### **Annual NHS complaints report for the financial year ending 31 March 2016**

Name of Contractor/dentist:

NHS contract number:

Practice name:

Practice address:

Number of NHS complaints received during the year

Number of NHS complaints received during the year, which I decided were well-founded

Number of NHS complaints, which I have been informed have been referred to the Health Services Commissioner or Local Commissioner (as appropriate)

Summary of NHS complaints received:

Signed by contractor/for and on behalf of contractor\*

Print name:

Date:

- ***who to complain to***

The person responsible for dealing with any complaint about the service that we provide is Sarah James, the practice Complaints Manager.

- ***how you will deal with a complaint***

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 2 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as is reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within two weeks

When we have completed our investigation, we will provide the patient with a full written report (usually within 28 days). The report will include an explanation of

written report (usually within 28 days). The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint

- *other sources of help if patient not happy with how you have dealt with the complaint (include contact details for HIW)*

If patients are not satisfied with the result of our procedure then a complaint may be referred to:

- Cardiff and Vale University Health Board Headquarters, University Hospital of Wales, Heath Park, Cardiff, CF14 4XW, or the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ telephone: 0845 601 0987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk) for complaints about NHS treatment.
- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (Telephone: 08456 120 540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.
- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ telephone: 0845 601 0987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk) for complaints about NHS treatment.
- Health Inspectorate Wales, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ. Tel: 0300 062 8163. [www.hiw.org.uk](http://www.hiw.org.uk).

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**PRIVACY AND DIGNITY**

*How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of*

- *Age Disability*
- *gender re-assignment*
- *marriage and civil partnerships*
- *pregnancy and maternity*
- *race*
- *religion or belief*
- *sex*
- *sexual orientation*

Our vision is for Rhoose Dental Practice to be a successful, caring and welcoming place for patients to receive 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 will be positively valued.

Rhoose Dental Practice recognises that discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation is harmful and may be illegal. Through training and by example, we wish to demonstrate that we do not tolerate discrimination by anyone working at the practice. This applies to our dealings with each other, with candidates for job vacancies, with suppliers and with our patients.

Our aim at Rhoose Dental practice is to achieve equality of care experience by removing any potential discrimination in the way that people are cared for and treated by the Practice. We implement this in practice by :-

- providing patient information in a variety of languages, if required
- having translation services available for patients who need this
- providing services that are accessible to patients with disabilities
- 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.

Rhoose Dental Practice accepts our responsibility to ensure that discrimination does not take place and that everyone is treated fairly and equally.

**Date Statement of Purpose written**

05/04/2025

<b>Author</b>	Sarah James
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**STATEMENT OF PURPOSE REVIEWS**

Date Statement of Purpose reviewed	05/04/2026
Reviewed by	Sarah James
Date HIW notified of changes	N/A

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