



## STATEMENT OF PURPOSE

Name of establishment or agency	Llandeilo Road Dental Surgery
Address and postcode	38 Llandeilo Road Cross Hands Llanelli Carmarthenshire SA14 6NA
Telephone number	01269 843400
Email address	<a href="mailto:llandeiloroaddental@hotmail.com">llandeiloroaddental@hotmail.com</a>

## Aims and objectives of the establishment or agency

1. Promote and provide good oral health to every patient
2. Provide high quality dental care in a clean, comfortable, and safe environment
3. Understand the wishes and needs of our patients and ensuring their input in decisions about their care
4. Where necessary involve other professionals in the care of our patients where this is in their best interests
5. Ensure that all our team has the correct training and skills to complete their duties effectively, safely and confidently
6. Ensure that our team keeps abreast of advances in modern dentistry
7. Allow patients to provide feedback on their care whether good or bad; to allow us to understand how successful we are at meeting our aims and objectives and to improve the services we provide if necessary

## REGISTERED MANAGER DETAILS

Name	Aled Clement
Address and postcode	Llandeilo Road Dental Surgery 38 Llandeilo Road Cross Hands Llanelli Carmarthenshire SA14 6NA
Telephone number	01269 843400
Email address	<a href="mailto:aledclement@icloud.com">aledclement@icloud.com</a>
Relevant qualifications	BDS Wales 2009

#### Relevant experience

2004 - 2009 Cardiff University BDS

2009 - 2010 Dental Vocational Training, St Mary Street Dental Surgery, Cardiff

2010 - 2013 Associate Dentist, Llannon Road Dental Practice, Tumble

2013 - 2014 Associate Dentist, St Mary Street Dental Surgery, Cardiff & Butetown Medical Centre, Cardiff

2014 - 2015 Associate Dentist, Llandeilo Road Dental Surgery, Cross Hands

2015 - Present Principal Dentist/Director Llandeilo Road Dental Surgery, Cross Hands

#### **RESPONSIBLE INDIVIDUAL DETAILS**

(please delete this section if not applicable)

Name	Aled Clement
Address and postcode	46-48 Station Road, Llanishen, Cardiff, CF14 5LU
Telephone number	01269 843400
Email address	<a href="mailto:aledclement@icloud.com">aledclement@icloud.com</a>
Relevant qualifications	BDS Wales 2009

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Roles and responsibilities

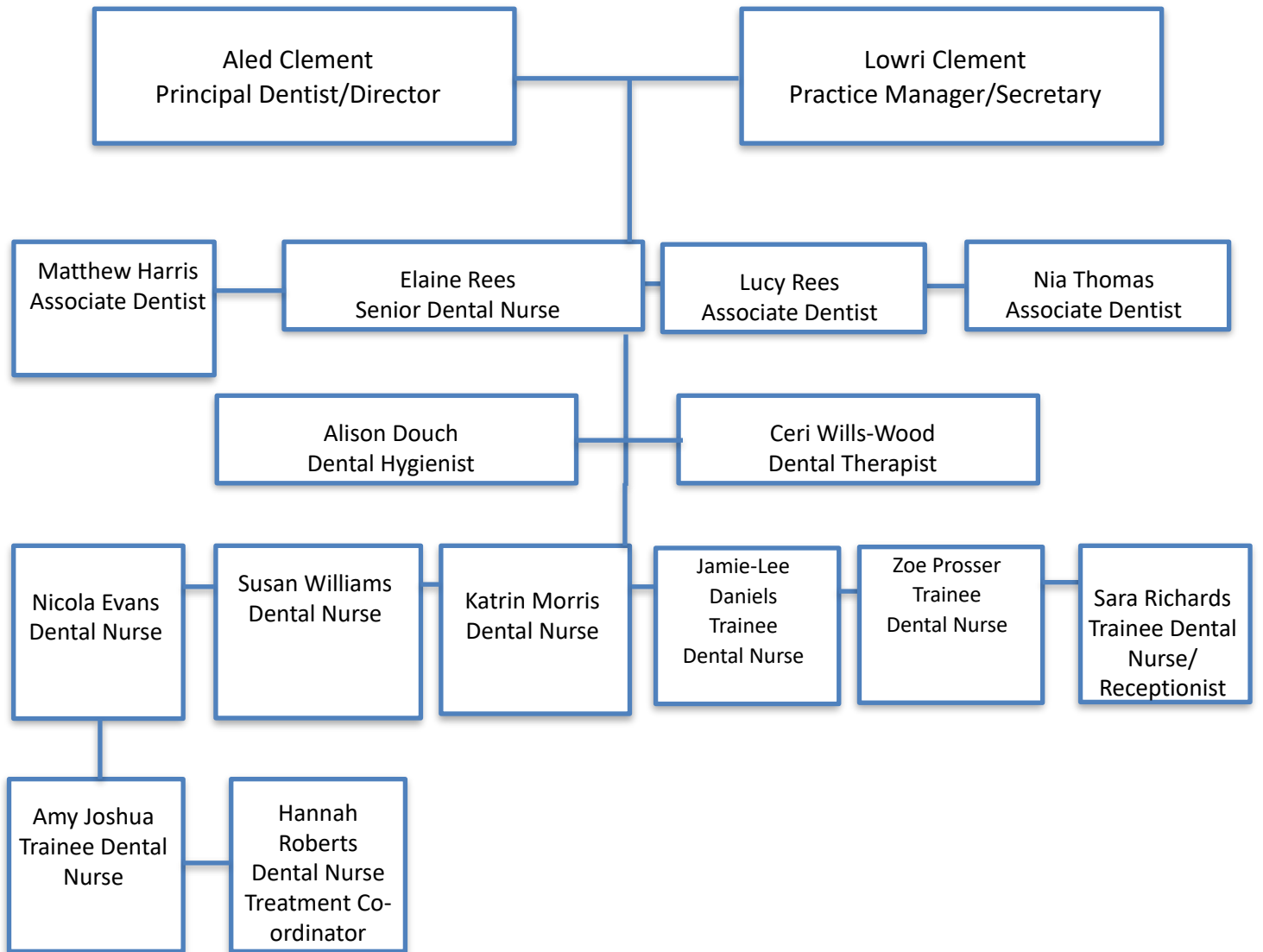
Director & Principal Dentist

within the organisation

## STAFF DETAILS

Name	Position	Relevant qualifications / experience
Aled Clement (WTE 0.79)	Principal Dentist/Director	BDS Wales 2009
Matthew Harris (WTE 0.79)	Associate Dentist	BDS Bristol 2014 PGCert (Endodontics)
Nia Thomas (WTE 0.41)	Associate Dentist	BDS Wales 1994
Alison Douch (WTE 0.19)	Dental Hygienist	CEB Cert in Dental Hygiene 1984
Elaine Rees (WTE 0.92)	Senior Dental Nurse	Qual - National Certificate NEBDSA 1992
Nicola Evans (WTE 0.79)	Dental Nurse	Verified Competency in Dental Nursing
Susan Williams (WTE 0.61)	Dental Nurse	Verified experience in Dental Nursing

Katrin Morris (WTE 0.79)	Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds 2015
Jamie-Lee Daniels (WTE 0.92)	Trainee Dental Nurse	
Zoe Prosser (WTE 0.79)	Trainee Dental Nurse	
Lowri Clement (WTE 0.4)	Practice Manager/ Company Secretary	BA Ed 2007
Ceri Wills-Wood (WTE 0.19)	Dental Therapist	Diploma in Dental Hygiene & Therapy 2017
Lucy Rees (WTE 0.56)	Dental Associate	BDS Manc 2017
Sara Richards (WTE 0.79)	Trainee Dental Nurse/ Receptionist	
Amy Joshua (WTE 0.56)	Trainee Dental Nurse	
Hannah Roberts	Dental Nurse/ Treatment Co-ordinator	NVQ L3 Oral Healthcare: Dental Nursing & Indp Assess City & Guilds 2009



## SERVICES / TREATMENTS / FACILITIES

Private and NHS Dental Treatment (All age ranges)

Private Direct Access Dental treatment (All age ranges)

Our 4 dentists, 1 hygienist and therapist are supported by a team of nurses led by our senior dental nurse. Administrative support is provided by our receptionist and practice manager. Should any patients require any treatment that requires specialist input or treatment that we can not offer we can, with the patient's consent, refer these patients to other clinicians.

All general dental services are provided as well as tooth whitening, non surgical facial aesthetics and cosmetic orthodontic treatment (Invisalign Go). There are 4 dental surgeries each equipped with a dental chair which is equipped with air turbine and contra angle handpieces, ultrasonic scalers and 3 in 1 air/water syringe, as well as narrow and large bore aspiration. The practice also enjoys the benefit of an intra oral scanner. Each surgery is also equipped with intra oral X ray units, and radiographs are developed digitally. In line with IRMER the following can operate the X ray units: Aled Clement, Matthew Harris, Nia Thomas, Elaine Rees, Alison Douch Ceri Wills-Wood. The following can operate the X ray units under supervision: Nicola Evans, Susan Williams, Katrin Morris, Jamie-Lee Daniels, Zoe Prosser, Amy Joshua, Hannah Roberts and Sara Richards. The surgery also has 3 stand alone rotary/reciprocating endodontic motor, which can be used in any of the 3 surgeries.

There is a dedicated decontamination room to allow reusable instruments to be reprocessed. Instruments are manually cleaned in conjunction with an ultrasonic bath prior to being sterilised in one of two autoclaves, following guidelines issued in WHTM 01-05. There is also an automatic handpiece oiler to maintain and aid in decontamination of the dental handpieces. There are a sufficient number of reusable instruments available to allow the smooth running of our services taking into account the period of time necessary to decontaminate these instruments after use.

Two of our surgeries are on the ground floor, one is upstairs. Should any person be unable to climb the stairs to see their clinician we are able to arrange for that patient to be seen in a downstairs surgery by their clinician.

## PATIENTS VIEWS

Patients are welcome to provide their views on the services and treatments that we provide by either of the following:

- Verbally to any staff member
- In writing (Letter/e-mail/text message)
- By completing a patient questionnaire
- Via our suggestions box

Please mark any views made in writing to Aled Clement. Any view made verbally will be relayed to Aled Clement



## ARRANGEMENTS FOR VISITING / OPENING HOURS

Opening Hours:

Monday 8:30 - 1:00, 2:00 - 5:00

Tuesday 8:30 - 1:00, 2:00 - 5:00

Wednesday 8:30 - 1:00, 2:00 - 7:00

Thursday 8:30 - 1:00, 2:00 - 5:30

Friday 8:20 - 12:30, 1:30 - 3:30

Patients who require urgent care should telephone the surgery for advice as soon as possible, and if necessary an urgent appointment will be arranged. Patients suffering a dental emergency are asked not to turn up at the surgery without telephoning first as they may not be able to be seen at that moment in time. We will endeavour to see patients experiencing a dental emergency on the same day, but within 24 hours at most.

Outside of our opening hours there will be an answerphone message to inform patients who to contact should they experience.

### **NHS Patients**

The answerphone will direct NHS patients to contact the NHS 111 telephone line

### **Private/Care Plan Patients**

The answerphone will direct private and care plan patients to contact the on call dentist. On weeknights (Monday to Thursday), this will be one of the surgery's dentists, on weekends (Friday evening, Saturday and Sunday) and bank holidays this will be a dentist on the local on call rota.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

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. We accept complaints made verbally as well as written complaints. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the local Health Board: Hywel Dda Local Health Board, Primary Care Dental Services, Glangwili Hospital, Carmarthen, SA31 2AF (01267 229692)

Lowri Clement is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 2 working days and will aim to provide a full response in writing within 30 working days.

You can send your complaints to 38 Llandeilo Road, Cross Hands, Wales, SA14 6NA, call us on 01269 843400 or email the Complaints Manager on [llandeiloroaddental@hotmail.com](mailto:llandeiloroaddental@hotmail.com).

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of 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. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to 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 the matter further, please see the contacts below.

#### Contacts

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

If you feel that the practice isn't meeting its duties regarding the Welsh language you can raise your concern with the Welsh Language Commissioner by calling 0845 6033 221 or visiting <http://www.comisiynyddygybraeg.cymru>.

If you would like support or advice regarding your NHS complaint you can contact the local Community Health Council by calling 01267 238763. If you are still unhappy about your NHS complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk). You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales by calling 0300 062 8163.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-uk.org](mailto:information@gdc-uk.org) or by calling 020 7167 6000.

## PRIVACY AND DIGNITY

At Llandeilo Road Dental Surgery, we are committed to affording our patients the same privacy, dignity, respect and compassion that we would want for ourselves, our family and friends.

Our vision is for Llandeilo Road Dental Surgery 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 helps us to achieve this vision.

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 adopting this policy, we undertake 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 means that we will not treat someone less favourably because of their age, a disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We will develop and support equality and diversity measures 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.

<b>Date Statement of Purpose written</b>	27/8/2017
<b>Author</b>	Aled Clement

## STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	15/11/17
Reviewed by	Aled Clement
Date HIW notified of changes	28/11/17

Date Statement of Purpose reviewed	2/9/18
Reviewed by	Aled Clement
Date HIW notified of changes	2/9/18

Date Statement of Purpose reviewed	2/1/2020
Reviewed by	Aled Clement
Date HIW notified of changes	2/1/2020

Date Statement of Purpose reviewed	1/3/2020
Reviewed by	Aled Clement
Date HIW notified of changes	

Date Statement of Purpose reviewed	18/10/2020
Reviewed by	Aled Clement
Date HIW notified of changes	19/10/2020