

## STATEMENT OF PURPOSE

Name of establishment	Andrew Thomas Dental Care
Address and postcode	First Floor Suite, 50, The Parade Roath Cardiff CF24 3AB
Telephone number	02920 216200
WhatsApp number	02920 216200
Email address	reception@andrewthomasdental.co.uk

## AIMS AND OBJECTIVES OF THE ESTABLISHMENT

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our clients, suppliers and regulators as a leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

### Our Aims

We aim to provide dental care and treatment of consistently good quality for all patients and only to provide services that meet patients' needs and wishes. We aim to make care and treatment as comfortable and convenient as possible.

In addition, we aim:

- To understand and exceed the expectations of our clients
- To both motivate and invest in our team and acknowledge their value
- To encourage all team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas

### Our Objectives

The objectives of the practice are to deliver a service of high standard in line with professional standards:

- To be accountable for individual and team performance
- To support each other in achieving patient expectations
- To maintain the highest professional and ethical standards
- To rapidly respond to the needs of our team and our patients
- To encourage innovation, ambition, enterprise and continuous improvement
- To ensure staff are trained and competent through investment and personal development

This is achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

Patients are treated with honesty and integrity, in complete confidence and the utmost discretion, in comfortable surroundings.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisements reflect the true nature of services offered.

We measure the success of our goals through regular team meetings, regular staff training and continuing profession development programs with personal development plans. We are committed to audit, peer review and staff appraisals as well as utilising patient satisfaction surveys.

## REGISTERED PROVIDER

Name	Marsden Hill Ltd t/a Andrew Thomas Dental Care
Registered Address	Castle House High Street Ammanford SA18 2NB
Telephone number	02920 216200
Email address	admin@andrewthomasdental.co.uk
Company number	07302732

## REGISTERED MANAGER DETAILS

Name	Joanne Thomas
Address and postcode	First Floor Suite 50, The Parade Roath Cardiff CF24 3AB
Telephone number	02920 216200
Email address	admin@andrewthomasdental.co.uk

### *Relevant qualifications*

N.E.B.D.N – National Certificate for Dental Nursing

Dip. Dent Hygiene 2000

ILM Management 2019

### *Relevant experience*

Over 20 years experience working in the dental profession

Practice Manager at Andrew Thomas Dental Care

Qualified Dental Nurse and Dental Hygienist

Works full time at the practice and co-runs Andrew Thomas Dental Care

## RESPONSIBLE INDIVIDUAL DETAILS

Name	Dr Andrew Thomas
Address and postcode	First Floor Suite, 50 The Parade, Roath Cardiff CF24 3AB
Telephone number	02920 216200
Email address	andrew@andrewthomasdental.co.uk

*Relevant qualifications*

B.D.S. Wales 2001

*Relevant experience*

Over 20 years full time work as a registered dental surgeon in the UK

Working as a full time dentist and co-runs Andrew Thomas Dental Care

*Roles and responsibilities within the organisation*

Principal dental surgeon, management, policy implementation, staff training

**STAFF DETAILS**

Name	Position	Relevant qualifications / experience
Andrew Thomas	Principal Dentist FULL TIME	B.D.S. Wales 2001

Jo Thomas	Practice Manager/Dental Nurse/Receptionist/Dental Hygienist/Treatment Coordinator  FULL TIME	National Certificate NEBDN 1996.  CEB Dip Dent Hygiene 2000  ILM management 2019
Alex Bowd	Dental Nurse  FULL TIME	Diploma in Dental Nursing Level 3  QCF City and Guilds 2018
Carly Longbottom	Dental Hygienist/Management  PART TIME 0.8 F.T.E	Dip Dent Hygiene Wales 2004  ILM Management 2020
Kim Handley	Receptionist  PART TIME 0.4 F.T.E	
Judith Forse	Receptionist  PART TIME 0.3	

### SERVICES / TREATMENTS / FACILITIES

This practice offers dental services to the whole population using standard dental equipment which consists of:

Preventive advice and treatment – all ages                      AT, JT and CL provide

*Approx. £20-£100*

Routine dental fillings – all ages                                      AT provides

*£99-185*

Root Canal treatment – age appropriate                              AT provides

*£400-675*

Dental Hygiene – all ages £82-125	CL provides
Tooth Whitening – Over 18 only £350-595	AT, JT and CL provide
Crown and Bridgework – age appropriate £640-2500	AT provides
Invisalign Orthodontics – age appropriate £2195-4195	AT provides

The patients will be seeking and needing good quality dental care.

We have a purpose built decontamination facility to ensure Best Practice standards of Infection Control.

We employ digital imaging for instant radiography at the lowest and safest dosage.

## PATIENTS VIEWS

### **Patient Surveys**

The practice will obtain the views of its patients regularly and use these to inform the provision of treatment and care of prospective patients.

Patients are notified as to the availability of the survey within the practice's Patient Information Leaflet. The Patient Information Leaflet itself is always readily available to patients and copies are available in the waiting room and reception.

It is the policy of this practice also to carry out regular random patient surveys to seek the views of our patients as to the quality of the treatment and care provided by our personnel

This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards.

Patients views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall

performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings.

Guidance as to where and how to access the report will be noted in the minutes of these staff meetings.

We have a patient questionnaire, a suggestions box and an option to review our services online.

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

### **Practice opening hours and out of hours information**

All patients are seen on an appointment-only basis

Opening hours:

Monday 08.30-19.00

Tuesday 08.30-15.00

Wednesday 08.30-16.30

Thursday 08.30-16.30

Friday 08.30-13.00

Saturday –on occasions by invitation only

Andrew Thomas Dental Care provides emergency dental care. Patients do not have to be a registered patient to receive emergency treatment. We accommodate emergency patients of all ages. We do our best to prioritise emergency appointments.

Andrew is very experienced in providing emergency dental care as he has worked extensively in his career at emergency dental care centres.

For non-registered patients, our standard emergency appointment charge is £100 to cover assessment, any necessary x-rays, any temporary fillings, any emergency procedures to eliminate pain, and any prescriptions if appropriate.

If at the emergency visit any additional treatments are required, these will be subject to additional charges and we will notify patients of these before we undertake the treatment.

After emergency appointments, we are happy to schedule further visits to provide a full mouth assessment and to complete the necessary treatment.

Whether you are registered at our practice or not, if our practice is closed and you have a dental emergency that cannot wait until the next working day please call the **out-of-hours** dental service on **02920 444 500**.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Despite our best efforts, we know that we might not always get things right. If this happens it is important that patients tell us about it as soon as possible so we can take immediate action. We try to ensure our patients are pleased with their experience of our service. We would like to ensure that a complaint is dealt with courteously, promptly and resolved as quickly as possible. If made, we aim to learn from every mistake and pledge to respond to a patient's concern in a caring and sensitive manner.

1. If a patient complains via telephone or in person, we will listen and pass on the information to our complaints manager.
2. Arrangements will be made to respond within two working days
3. If a complaint is made via letter or email, we will respond within two working days
4. We will acknowledge in writing if so requested

5. The complaint will be investigated with a full explanation of the circumstances which led to the complaint

6. Comprehensive reports will be kept

If a patient is not satisfied with our procedure or outcome please contact:-

Health Inspectorate Wales – 03000 628163

General Dental Council - 0207 167 6000

## **PRIVACY AND DIGNITY**

This practice has a policy to ensure equality and all patients are treated equally and with dignity no matter their:

- personal circumstances
- age
- disability
- gender re-assignment
- marriage and civil partnerships
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

To achieve this we have policies in place which are reinforced by regular staff training.

To ensure privacy we enforce policies and training to ensure and maintain patient confidentiality and have areas where patients can talk to staff away from earshot of all other patients.

We comply with Data Protection regulations.

<b>Date Statement of Purpose written</b>	November 2017
<b>Author</b>	Jo Thomas

#### **STATEMENT OF PURPOSE REVIEWS**

Date Statement of Purpose reviewed	April 2018
Reviewed by	Jo Thomas
Date HIW notified of changes	12 <sup>th</sup> April 2018

Date Statement of Purpose reviewed	April 2019
Reviewed by	Jo Thomas
Date HIW notified of changes	N/A

Date Statement of Purpose reviewed	September 2021
Reviewed by	Jo Thomas
Date HIW notified of changes	N/A

Date Statement of Purpose reviewed	September 2023
Reviewed by	Jo Thomas
Date HIW notified of changes	N/A

Date Statement of Purpose reviewed	
Reviewed by	

Date HIW notified of changes	
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