

STATEMENT OF PURPOSE

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| Name of establishment | Andrew Thomas Dental Care |
| Address and postcode | First Floor Suite, 50, The Parade Roath Cardiff CF24 3AB |
| Telephone number | 02920 216200 (option 1) |
| Email address | reception@andrewthomasdental.co.uk |
| Fax number | N/A |

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

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| Name | Marsden Hill Ltd t/a Andrew Thomas Dental Care |
| Registered Address | Castle House High Street Ammanford SA18 2NB |
| Telephone number | 02920 216200 (option 1) |
| Email address | admin@andrewthomasdental.co.uk |
| Company number | 07302732 |

REGISTERED MANAGER DETAILS

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| Name | Joanne Thomas |
| Address and postcode | First Floor Suite 50, The Parade Roath Cardiff CF24 3AB |
| Telephone number | 02920 216200 (option 1) |
| Email address | admin@andrewthomasdental.co.uk |
| Fax number | N/A |
| <i>Relevant qualifications</i> N.E.B.D.N – National Certificate for Dental Nursing Dip. Dent Hygiene 2000 | |
| <i>Relevant experience</i> 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

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| Name | Dr Andrew Thomas |
| Address and postcode | First Floor Suite, 50 The Parade, Roath Cardiff CF24 3AB |
| Telephone number | 02920 216200 (option1) |
| Email address | andrew@andrewthomasdental.co.uk |
| Fax number | N/A |
| <i>Relevant qualifications</i> | |
| B.D.S. Wales 2001 | |
| <i>Relevant experience</i> | |
| Over 16 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 | |
| <i>Roles and responsibilities within the organisation</i> | |
| 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 FULL TIME | National Certificate NEBDN 1996. CEB Dip Dent Hygiene 2000 |
| Kate Suller | Dental Nurse/Receptionist FULL TIME | National Certificate NEBDN 1996 |
| Lucy Mazoni | Dental Nurse/Receptionist PART TIME 0.85 F.T.E | NVQ L3 Oral Health Care :Dental Nursing & Indp Assess City and Guilds 2003 |
| Alison Lowe | Dental Hygienist PART TIME 0.5 F.T.E | CEB Cert in Dental Hygiene 1991 |
| Carly Longbottom | Dental Hygienist PART TIME 0.1 F.T.E | Dip Dent Hygiene Wales 2004 |
| Kim Handley | Receptionist PART TIME 0.4 F.T.E | |
| Charlene Fox | Dental Nurse/Receptionist PART TIME 0.4 F.T.E | National Diploma in Dental Nursing 2017 |

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, AL and CL provide

Approx. £20-£100

Routine dental fillings – all ages AT provides

£50-150

Root Canal treatment – age appropriate AT provides

£400-750

Dental Hygiene – all ages AL and CL provide

£50-125

Tooth Whitening – Over 18 only AT, AL and CL provide

£350-400

Crown and Bridgework – age appropriate AT provides

£500-2500

Invisalign Orthodontics – age appropriate AT provides

£1700-4700

Facial Aesthetics – Over 18's only AT provides

£150-500

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 08.30-17.45

Thursday 08.30-16.15

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 £85 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.

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| Date Statement of Purpose written | November 2017 |
| Author | Jo Thomas |

STATEMENT OF PURPOSE REVIEWS

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| Date Statement of Purpose reviewed | April 2018 |
| Reviewed by | Jo Thomas |
| Date HIW notified of changes | 12 th April 2018 |

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