



97 Bethcar Street
Ebbw Vale
Gwent, NP23 6BB
Phone: 01495 302 078
Fax: 01495 302 078
www.bethcardental.co.uk

STATEMENT OF PURPOSE

Name of establishment or agency	BETHCAR DENTAL PRACTICE
Address and postcode	97 BETHCAR DENTAL PRACTICE EBBW VALE BLAENAU GWENT
Telephone number	01495 302078
Email address	OFFICE@BETHCARDENTAL.CO.UK
Fax number	01495 302078

Aims and objectives of the establishment or agency

We tailor treatment plans to suit the individual needs of the patients.

We focus on prevention of dental disease and promote good oral health, providing information leaflets where required.

We involve other professionals and refer appropriately if required in the best interests of the patients.

We ensure that all members of the team have the correct skills and training to carry out their duties competently.

We ensure equality and diversity within the workplace.

We ensure the practice adheres to the highest cross infection standards to provide a clean and hygienic environment.

REGISTERED MANAGER DETAILS

Name	RHYS MORGAN
Address and postcode	BETHCAR DENTAL PRACTICE 97 BETHCAR STREET EBBW VALE NP23 6BB
Telephone number	01495 302078
Email address	OFFICE@BETHCARDENTAL.CO.UK
Fax number	01495 302078
Relevant qualifications	BDS MJDF MSC PG DIPLOMA
Relevant experience	10 years qualified dentist Owned the practice for 4 years Involved in day to day management of the practice Staff training

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	RHYS MORGAN
Address and postcode	BETHCAR DENTAL PRACTICE 97 BETHCAR STREET EBBW VALE NP23 6BB
Telephone number	01495 302078
Email address	OFFICE@BETHCARDENTAL.CO.UK
Fax number	01495 302078
Relevant qualifications	AS ABOVE
Relevant experience	As above
Roles and responsibilities within the organisation	IRMER legal person/ radiation protection supervisor Health and safety manager Infection control manager Information control manager

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	LAURA MORGAN
Address and postcode	BETHCAR DENTAL PRACTICE 97 BETHCAR STREET EBBW VALE NP23 6BB
Telephone number	01495 302078
Email address	OFFICE@BETHCARDENTAL.CO.UK
Fax number	01495 302078
Relevant qualifications	9 years qualified dentist Owned practice for 4 years
Relevant experience	BDS MJDF PG DIPLOMA
Roles and responsibilities within the organisation	Complaints manager Staff training and welfare manager

STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
RHYS MORGAN	DENTIST	BDS MJDF MSC PG DIP
LAURA MORGAN nee WEDGE	DENTIST	BDS MJDF PG DIP
LYNDON HOLDING	DENTIST	BDS
SONAM SANGHAVI	DENTIST	BDS
MARK TRAVIS	DENTIST	BDS
KELLY QUINEY	DENTIST	BDS
LISA WHITE	HYGIENIST	BSC
CLARE CHIDGEY nee JONES	HYGIENIST	BSC
STEPHANIE DAVIES	THERAPIST	BSC

SERVICES / TREATMENTS / FACILITIES

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

All age groups – whole population

Restorative dental treatment

Endodontics

Minor oral surgery

Crown and bridge work

Periodontal treatments

Preventative dentistry

PATIENTS VIEWS

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

Patient questionnaires

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 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm
Saturday closed
Sunday closed

Out of hours is provided by the EDS (emergency dental service)

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

In this 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. 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.

1. The person responsible for dealing with any complaint about the service that we provide is Rhys Morgan the practice complaints manager.
2. 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.
3. If the patient complains in writing or by e-mail it will be passed on immediately to the complaints manager.
4. 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.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two 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.
6. 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 4 weeks

7. When we have completed our investigation, we will provide the patient with a full written report. 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.

8. 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

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

- [ANEURIN BEVAN HEALTH BOARD](#)

JUDITH PAGET
CHIEF EXECUTIVE
ANEURIN BEVAN UNIVERSITY HEALTH BOARD
ST CADOC'S HOSPITAL
LODGE ROAD
CAERLEON
NEWPORT NP18 3XQ

Puttingthingsright.ABHB@wales.nhs.uk

- [PUBLIC SERVICES OMBUDSMAN](#) FOR WALES, 1 Ffordd Yr Hen Gae, Pencoed CF35 5LJ TELEPHONE: 0845 601 0987 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
- HEALTHCARE INSPECTORATE WALES
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Email hiw@gov.wales Telephone 0300 062 8163
<http://hiw.org.uk/contactus/provide/?lang=en>

PRIVACY AND DIGNITY

Our vision is for bethcar 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.

The privacy and dignity policy will help us to achieve this vision.

Legal responsibilities

The rights of our patients and our staff with regards to discrimination are protected by anti-discrimination legislation including:

The equality act 2010

Part-time workers (prevention of less favourable treatment) regulations 2000

Employment rights act 1996

By adopting this policy, we accept our responsibility to ensure that discrimination does not take place and that everyone is treated fairly and equally.

Aim

The aim of this policy 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,

Including:

People with disabilities

People of different sexual orientations

Transgendered and transsexual people

People of different races

People on the grounds of their sex

People of faith and of no faith

People in relation to their age

People in relation to their social class or medical condition

People who work part-time

People who are married or in a civil partnership

Women who are pregnant, have recently given birth or are breastfeeding

Putting this policy into practice

We aim to 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.

Date Statement of Purpose written

02/05/2018

Author

RHYS MORGAN

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	
Reviewed by	
Date HIW notified of changes	

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