

**Statement of Purpose**

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| Name of establishment or agency | Fairwater Green Dental Practice |
| Address and postcode | 6 Fairwater Green, Cardiff CF5 3BA |
| Telephone number | 02920553463 |
| Email address | phillips@fairwatergreendentalpractice.co.uk |
| Fax number | - |

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

We aim to provide accessible high quality dental care. This includes an examinations, x-rays, treatment of periodontal (gum) disease, restorative dentistry, fixed and removable prosthetic treatment (e.g crowns, bridges, veneers, dentures) root canal treatment, surgical and non-surgical extractions and tooth whitening.

* We formulate treatment plans to suit the individual needs of the patient.
* 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 patient.
* 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 Best Practice of WHTM-01-05 cross infection control standards to provide a clean and hygienic environment.

**Registered manager details**

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| Name | Timothy Phillips |
| Address and postcode | Fairwater Green Dental Practice6 Fairwater Green, CardiffCF5 3BA |
| Telephone number | 02920553463 |
| Email address | phillips@fairwatergreendentalpractice.co.uk |
| Fax number | - |
| Relevant experience | BDS Wales 2004, DPDS |
| Relevant experience | Vocational Dental Practitioner 2004-2005Associate Dentist at 26a Cowbridge rd West, Cardiff 2005-2007Associate Dentist at Fairwater Green Dental Practice 2008 – 2011 Dental Educational Supervisor 2011 – presentPart-time Lecturer in primary care dentistry 2011-2015 Cardiff University Dental School and Cardiff & Vale UHBPrincipal Dentist at Fairwater Green Dental Practice 2011 – presentChairman Bro Taf Local Dental Committee 2015 - present |

Staff details

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| Name | Position | Relevant experience and qualifications |
| Timothy Phillips | Principal Dentist | BDS Wales 2004 DPDS PGCert MSc |
| Ben Schindehutte | Dentist | BDS Wales 2012 |
| Kieran Amin | Dentist | BDS Liv 2019 BSc |
| Jack Sulston | Foundation dentist | BDS Wales 2023 BSc |
| Olivia Grainger-Smith | Foundation Dental Therapist | BSc Hyg Therapy 2023 Wales |
| Kirsty Hoare | Dental nurse | Verified competency in dental nursing 2008 |
| Danielle Parry | Dental nurse | Diploma in nursing level 3 2008 |
| Kelly Kingman | Dental nurse | Verified competency in dental nursing 2008 |
| Anna Ismail | Dental nurse | National certificate in dental nursing 2014 |
| Joanne Park | Dental nurse | National certificate in dental nursing 2000 |
| Hayley Prowse | Dental nurse | Diploma in dental nursing level 3 2014 |
| Lucy Robinson  | Trainee Dental nurse | Enrolled with HEIW Dental Nurse training NEBDN  |
| Heulwen Wide | Receptionist |  - |

**Services/treatments/Facilities**

Fairwater Green Dental Practice have agreed with the Cardiff and Vale Local Health Board to provide NHS Dental Treatment.

NHS dental treatment includes all treatment necessary to secure and maintain your oral health. We also provide a range of private treatment options for patients who choose this service.

The services we provide are:

* Examination
* Scale and polish
* x-rays
* amalgam filling
* composite filling (white)
* root canal treatments
* crown, bridges, inlay and veneers
* dentures (acrylic and cobalt chrome dentures)
* extractions – surgical and non-surgical
* denture repairs, relines and additions
* Mouth guards for sports
* Occlusal splints / bite raising appliances for TMJ parafunction
* Orthodontic retainer

The costs of private treatment are covered by Denplan Care, with the following monthly fees:

Initial consultation: £34

Fee Band A: £12.49

Fee Band B: £19.68

Fee Band C: £25.44

Fee Band D: £34.07

Fee Band E: £55.66

The fee bands are determined by risk of dental disease. All necessary dentistry would be carried out under these patient fees, including 2x examinations and 2x hygiene appointments yearly.

The practice does not provide any specialist treatment. The service the practice provides is intended for those with need of primary dental care, with the aim of treating those suffering dental pain, carrying out treatment for the resolution of dental pathology, and advice and prevention of such dental diseases. The Practice is also a referral service for those who require specialist dental treatment outside the scope of primary care.

The equipment used at the practice involves standard dental equipment compliant with MHRA and following the GDC Standards.

Our services are fully accessible to all. Fairwater Green Dental Practice is DDA compliant allowing access to wheelchair users throughout the ground floor of the practice. Unfortunately due to space restrictions, the patient toilet is inaccessible for wheelchairs. Access to translation services is also available on request.

**Patient’s views**

In this practice we aim to collect patient’s views as often as possible with talking to and explaining to patients the different services and treatments we provide. This is both in surgery and also on the reception. We also have a questionnaire in reception that can be filled out and popped into box if a patient would like to be kept anonymous on their views they may feel. We check this box regularly and try to correct any issues or recommendations we can.

**Arrangement’s for visiting/opening hours**

Opening hours

 Monday to Friday - 9am-5pm

 Saturday and Sundays - Closed

 We close for lunch between 1pm-2pm for lunch

The practice does not offer drop-in appointments, but we can accommodate patients on the day in a genuine emergency. All patients are able to express a preference as to which dentist they see at the practice. Where possible we will accommodate this request unless a dentist is unavailable or unable to deliver the services you require.

If you require treatment outside of our listed opening hours, please call Cardiff UHB to access dental services on 03001020247. You can also contact NHS 111.

**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.

* The person responsible for dealing with any complaint about the service that we provide is Elizabeth Mathews, the practice Complaints Manager.
* 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.
* 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 4 weeks.
* 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.
* 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
* If patients are not satisfied with the result of our procedure then a complaint may be referred to:

Complaints Officer

 Cardiff and Vale University Health Board

 Concerns Dept

Maes-y Coed Rd

 Cardiff CF14 4HH

Telephone number - 02920744095

Or contact:

Healthcare Inspectorate Wales

Welsh Government

Rhdycar Business Park

Merthyr Tydfil

CF48 1UZ

Telephone number – 03000628163

Fax – 03000628387

Email – hiw@wales.gsi.gov.uk

**Privacy and dignity**

*Fairwater Green dental practice recognizes 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. Working to this policy, 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.*

*We will take disciplinary action in accordance with the practice disciplinary procedure against any employee who breaches this policy.*

*This dental practice is the business owned and administered by Timothy Phillips.*

***Definitions***

***Associative discrimination*** *is treating a person less favorably on basis of a protected characteristics of someone else with whom they are connected.*

***Direct discrimination*** *is treating a person less favorably on the grounds of a protected characteristic.*

***Disability discrimination*** *is where a person is treated less favorably because of disability. Occasionally a disability can limit a person's capability for some forms of employment. Discrimination occurs when the treatment of an individual is unfavorable taking into account the disability and any reasonable modifications that can be made to accommodate the disability.*

***Harassment*** *is form of discrimination where a person engages in unwanted conduct in relation to a relevant protected characteristic and the conduct has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. It may involve acts, behavior, intimidating by the recipient or a witness.*

*In deciding whether conduct amounts to harassment each of the following must be taken into account:*

* *the circumstances of the conduct*
* *the perception of the recipient or witness*
* *whether it is reasonable for the conduct to have that effect*

***Indirect discrimination*** *is applying a provision, criterion or practice equally to all but which would put a person of a protected characteristic group at a greater disadvantage when compared with others*

***Perceptive discrimination*** *is treating a person less favorably on basis that they are perceived to possess a protected characteristic.*

***A protected characteristic*** *is age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex or sexual orientation.*

*All members of staff are trained to look out for and report any type of discrimination they witness.*

*Any incidents must be reported to Timothy Phillips*

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| Date statement of purpose updated 01/10/17 |
| Author Kirsty Rowland |

Statement of purpose reviews

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| --- | --- |
| Date statement of purpose reviewed | 14-08-2023 |
| Reviewed by | Timothy Phillips |
| Date HIW notified of changes |  |

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| Date statement of purpose reviewed | 20-10-2023 |
| Reviewed by | Timothy Phillips |
| Date HIW notified of changes | 20-10-2023 |

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