



Penarth Dental Healthcare
we care for your smile

STATEMENT OF PURPOSE

Name of establishment or agency	Penarth Dental Healthcare
Address and postcode	5, Andrews Buildings Stanwell Road Penarth CF64 2AA
Telephone number	02920300202
Email address	Penarthhealthcare@gmail.com
Fax number	None

Aims and objectives of the establishment or agency

1. To provide a high standard of dental care within the parameters of our professional bodies' guidelines and regulations.
To ensure all active intervention is carried out under the patients' valid consent.

2. Treatment of disease, disorder or injury

To provide high quality and range of dental services to the whole community, including consultations, X-rays, routine restorative work, endodontics, treatment of periodontal disease, prostheses, orthodontics on referral and cosmetic/Aesthetic work

To offer patients a friendly and professional service

To explain the diagnosis to patients in detail, where particular attention should be given and necessary action: treatment options, costs, risks, advice etc.

To refer to appropriately qualified dental practitioners where necessary.

To keep patients well informed of costs and discuss treatment progress at each stage, obtaining relevant consent.

To offer a preventative service

To establish an individually developed personal dental health regime for each patient to meet their dental care needs and aim for a high level of oral health.

3. Surgical procedures

To provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedures etc.

To obtain valid consent for all surgical procedures carried out at the practice

To monitor patient progress, post procedure, following clinical protocol to ensure full recovery and minimize risks.

4. Diagnostic and Screening Procedures

To arrange and agree appointments and review appointments within appropriate personal time frame with patients where possible.

To facilitate a complete and detailed examination of the patient's oral health using relevant diagnostic equipment, whilst taking in to account their relevant medical and social history.

To inform patients of the results of such diagnostics and screening procedures with a view to discussing possible treatment options prior to any intervention.

5. Staff

Ensure all staff members of our team have the right skills and training to carry out their duties competently and with confidence.

Ensure an awareness of current national guidelines affecting the way we care for our patients

REGISTERED MANAGER DETAILS

Name	Anthony Bannon BDS, MFDS RCPSG
Address and postcode	Penarth Dental Healthcare 5 Andrews Buildings Stanwell Road Penarth CF64 2AA
Telephone number	02920300202
Email address	penarthhealthcare@gmail.com
Fax number	none
Relevant qualifications	Bachelor of Dental Surgery, MFDS RCPSG
Relevant experience	<p>I have worked in both the hospital and general practice settings and have enjoyed gathering experiences and knowledge from my different posts.</p> <p>In the hospitals I have helped teach and guide the undergraduate dental students.</p> <p>In the practice setting I have helped as a leader in the dental team and always had a professional and respectful relationship with my peers.</p> <p>I have furthered my postgraduate learning with various courses and am a member of the Royal College of Physicians and Surgeons Glasgow having passed my MFDS examinations.</p> <p>I have completed part one of the Business Management in the Dental Practice course in Cardiff University and I am hoping to further increase my knowledge by enrolling in further courses.</p> <p>I have taken part in various audits and will continue to improve the dental practice for the highest level of patient care.</p>

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Anthony Bannon
Address and postcode	Penarth Dental Healthcare 5 Andrews Buildings Stanwell Road Penarth CF64 2AA
Telephone number	02920300202
Email address	penarthhealthcare@gmail.com
Fax number	
Relevant qualifications	Bachelor of Dental Surgery, MFDS RCPSG
Relevant experience	Please see above in registered manager department
Roles and responsibilities within the organisation	To maintain the running of the practice and manage the delegation of duties within the practice to the relevant staff members to comply with current rules regulations and professional responsibilities for a dental practice.

STAFF DETAILS

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

Name	Position	Relevant qualifications / experience
Anthony Bannon	Principal	BDS, MFDS RCPSG
Jacqueline Allegri	Hygienist	Cert dental hygiene 1991
Michelle Thomas	Receptionist	No qualification 20 years experience
Gemma Thomas	Nurse	Registered 2017
Theresa Godwin	Nurse	Registered 2004

ORGANISATIONAL STRUCTURE

*Please insert a diagram or description of your organisational structure
(please delete this section if not applicable)*

With only 1 dentist and 3 staff this is not applicable

SERVICES / TREATMENTS / FACILITIES

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

We provide general dental services to the whole population.

This includes the diagnosis and treatment of dental disease including caries and periodontal disease.

We also take appropriate radiographs as an aid to diagnosing the patient's oral condition and undertake dental extractions where necessary.

We are available to treat oral trauma and can follow it up by providing dental restorations.

We are covered by the out of hours service provided by the LDC, and where appropriate we refer domiciliary requests to the community dental services.

In relation to the area of wider health, we also undertake soft tissue screening for the early detections of oral cancers and other oral diseases.

PATIENTS VIEWS

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

We ask patients for feedback and note comments to be discussed in practice meetings to continue practice development for improved dental service delivery.

We are currently implementing an anonymous feedback questionnaire at reception into a comments box to help improve the collation of patient views to that end

ARRANGEMENTS FOR VISITING / OPENING HOURS

What are the opening hours of the establishment?

Monday 830-6, Tuesday 830-5, Wednesday 830-4, Thursday 830-5, Friday 9-1. What are the arrangements for patients who require urgent care or treatment out of hours?

LHB out of hours service, 029 2044 4500.

Practice Plan out of hours emergency treatment help line 08081698117.

If you provide in-patient care *what are the arrangements for contact between patients and their relatives i.e. visiting times*

We do not provide in-patient care at the practice

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Please provide details about

- *how to complain*
- *who to complain to*
- *how you will deal with a complaint*
- *other sources of help if patient not happy with how you have dealt with the complaint (include contact details for HIW)*

The practice complaints procedure is:

- Simple, accessible and well publicised at reception
- Anthony Bannon is the complaints manager who deals with patient complaints.
- Requires that complaints are acknowledged initially by telephone or direct contact if they are brought within surgery hours in person, and promptly followed up in writing with an explanation of how the complaint will be dealt with
- Indicates the agreed timescales for investigating and responding to the complaint
- Gives patients the opportunity to express their concerns
- Requires complaints to be dealt with confidentially, with all discussions, meetings and telephone calls held in a private area
- Makes it clear that complaints are monitored closely as part of a commitment to improve practice standards.

The complaints manager will:

- investigate the circumstances surrounding the complaint
- seek the views of the relevant team members
- examine the patient's clinical records
- contact the protection society/defence organisation for advice
- contact the patient to offer a meeting and discuss any concerns
- look into the patient's concerns and talk to the staff involved in your care or treatment
- aim to respond to you within 30 working days of receiving your concern. If we cannot reply to you in that time, we will explain why and let you know when to expect a response .

If we are unable to come to a local resolution the patient can contact:

- the Public Service Ombudsman for Wales (NHS patients) Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed. CF35 5LJ. 03007900203
- the Dental Complaints service (private patients) Dental Complaints Service, 37 Wimpole Street, London. W1G8DQ. 02082530800.
- Patients can also contact the Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil. CF48 1UZ. 03000628163.

PRIVACY AND DIGNITY

How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of

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

Following training from Cardiff University on equality diversity and discrimination, we provide services to all patients and, within the constraints of the building, we have:- improved physical access by ensuring the doorway to the practice is well lit, is well defined and with the use of a portable ramp, wheelchair accessible. The reception is on the same level as the surgeries and clinical boundaries have a smooth surface and is free from obstacles. The reception desk is two tiered to ensure people of varied disability can be supported when at the desk. The reception is open plan to include those in wheelchairs and children. Those patients in wheelchairs have easy eye contact with reception staff. The desk is in a distinct colour to help those with visual impairment. We have a disabled access toilet available to use, which is non gender specific and has a baby changing unit.

Information that is printed is done in English. Posters where possible are displayed in Welsh and English, however we have access to on screen translations should the need arise and where appropriate interpreter services can be sought.

The surgery uses life size and larger modes with most types of treatment options available as a visual aid.

Interaction with patients is done on a non-gender specific basis and we do not discriminate on gender, age, marital status, race or religion. We ask open confidential questions at the start of a visit so that we can be sensitive where clinically possible to religious and non-religious restrictions to patient contact e.g. Avoiding contact with and not asking to remove a Hijab.

Writing/drawing pads are available for communication non-verbally.

We avoid dental language wherever possible and have always adopted the ethos of simple plain language communication giving non-dental examples to illustrate difficult dental concepts to aid treatment co diagnosis and treatment planning

Where learning disabilities are encountered we encourage family / carers to attend as well to help us understand their needs and aid our treatment pathway.

Eg pt with asbergers refused to be touched, until we worked out that his obsession with cleanliness was driving the situation. With a detailed guided tour of our cleaning process we were able to successfully examine and treat him.

Date Statement of Purpose written	28 Novemebr 2018
Author	Anthony Bannon

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	28 th November 2018
Reviewed by	Anthony Bannon
Date HIW notified of changes	29th November 2018

Date Statement of Purpose reviewed	28/4/19
Reviewed by	Anthony Bannon
Date HIW notified of changes	Automatically assumed as per letter received that changes would be made no later than 29/4/19

Date Statement of Purpose reviewed	23/6/19
Reviewed by	Anthony Bannon
Date HIW notified of changes	23/6/19

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Reviewed by	
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