

## STATEMENT OF PURPOSE

Name of establishment or agency	Crickhowell Dental Practice
Address and postcode	War Memorial Health Centre Crickhowell Powys NP8 1AG
Telephone number	01873 810058
Email address	reception@crickdental.co.uk
Fax number	

### Aims and objectives of the establishment or agency

1. Promote good oral health to all patients attending our practice for care and advice.
2. Provide high quality dental care, including periodic examinations and treatment, where required
3. Understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully
4. Involve other professionals in the care of our patients, where this is in the patients interests for example, referral for specialist care and advice
5. Participate in local initiatives to promote the benefits of general and oral health to the wider population.
6. Ensure that all members of our team have the right skills and training to carry out their duties competently and with confidence
7. Ensure an awareness of current national guidelines affecting the way we care for our patients.

**REGISTERED MANAGER DETAILS**

Name	N/A
Address and postcode	
Telephone number	
Email address	
Fax number	
Relevant qualifications	

## RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	William James Jenkins
Address and postcode	Crickhowell Dental Practice War Memorial Health Centre Crickhowell Powys NP81AG
Telephone number	01873 810058
Email address	james@crickdental.co.uk
Fax number	
Relevant qualifications	BDS (Wales) MSc (Implant Dentist) MFDS RCPS (Glas)
Relevant experience	<p>James is the registered manager and the responsible individual of Crickhowell Dental Practice.</p> <p>James has successfully run and managed the day to day business of a busy dental surgery for 5 years and all that entails i.e. staff and financial management, ensuring patient safety by providing a highly skilled workforce. This follows a period of 9 years learning the skills at a number of previous practices.</p> <p>James regularly attends training courses, seminars and events to increase his knowledge base on, Health &amp; Safety, infection control, quality assurance and other aspects of practice management.</p> <p>Roles and responsibilities within the organisation</p> <p>James keeps up to date with all the numerous rules, regulations and legislation which govern the running of a dental surgery, especially in relation to health &amp; safety. We also follow BDA Expert template for guidance in the running of the practice and clinical governance.</p> <p>In addition, he is aware of his duties as regards expected patient service and has established and continually monitors the practice's complaints and feedback mechanisms.</p>







## ORGANISATIONAL STRUCTURE

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

**James Jenkins**  
**Owner & Clinical Lead**

### Clinical Staff

|  
Lloyd  
Associate Dentist

|  
Carrie, Vanda, Kay  
Hygienist

### Practice Manager

|  
Mel, Jan, Emma  
Nurse

|  
Jenny, Mel  
Receptionist

## SERVICES / TREATMENTS / FACILITIES

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

Prosthetics – Dentures	- All age groups
Crowns, Bridges, veneers	- All age groups
Examinations	- All age groups
Fillings	- All age groups
Extractions	- All age groups
Hygiene/Perio Tx	- All age groups
Splints/Mouthguard/Anti-snoring devices	- All age groups
RCT – Endo	- All age groups
Whitening	- 18+ years only
Implants	- 18+ years only
IV Sedation	- 18+ years only
Invisalign	- 18+ years only
Botox	- 18+ years only





## PATIENTS VIEWS

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

We have patient questionnaires available in our reception area for patients to leave feedback. These forms are designed to be short and simple avoiding any jargon. We want to know what our patients think of us, the practice and the treatment and care they receive.

This information allows us to understand better what our patients expect from us and can generate ideas on how our services can be redesigned to meet our patients needs more closely.

Any comments that require us to respond or take action is taken care of promptly and confidentially and if appropriate, outcomes made available on our reception screen and website. This demonstrates our commitment to keeping our patients informed and part of the practice.

Where language difficulties or special needs limit communication with patients, then we encourage patients to bring along a friend or relative that can interpret, communicate and reassure them so they understand what is happening.

## 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	08.00 – 18.00
Tuesday	09.00 – 19.00
Wednesday	08.00 – 19.00
Thursday	09.00 – 17.00
Friday	08.00 – 16.00
Saturday	09.00 – 13.00 alternate weeks
Sunday	Closed

Information regarding NHS and private, out of hours, emergency dental care is displayed in reception, on our answerphone and on the website.





## 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 a patient not happy with how you have dealt with the complaint (including contact details for HIW)*

All complaints directed to James Jenkins via reception, in writing or via email/website. In the first instance it will be acknowledged in writing within 2 days.

We will aim to investigate the complaint within 10 working days and offer an explanation of the circumstances which led to the incident.

Any delays in the investigation or if we have been unsuccessful in determining an explanation, we will notify the patient with a new date.

We will try and meet with the patient but if this is not possible then we will make contact by telephone.

Throughout this complaint handling process and conclusion, if the patient is unhappy with how we have dealt with their complaint then we inform them they can forward their thoughts onto the HIW on either 0300 0628163 or [hiw@gov.wales](mailto:hiw@gov.wales).

## 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*

As a member of the BDA working toward Good Practice Scheme, we are all committed to supporting our patients towards achieving and maintaining good oral health.

We are committed at Crickhowell Dental Practice, to provide a service to all patients and within the constraints of the building. We have smooth surface entrances that allow easy access to and from the practice with room for wheelchairs in reception and the surgeries.

We ensure all patients are able to make informed decisions regardless of their race, age, gender, sexual orientation, disability, religion and beliefs. We have up to date patient's information available in English and Welsh and policies available in reception.

We have an intra oral camera, drawing materials as well as visual aids and short films to allow clinicians to draw or give further information to explain treatment to patients.

<b>Date Statement of Purpose written</b> 20/07/2108	
<b>//Author</b> <b>Crickhowell Dental Practice</b>	

**STATEMENT OF PURPOSE REVIEWS**

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

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