

ALISON JONES DENTAL SURGERY LTD

STATEMENT OF PURPOSE	
NAME OF ESTABLISHMENT	ALISON JONES DENTAL SURGERY LTD
ADDRESS AND POSTCODE	45 BARRY ROAD, BARRY, VALE OF GLAMORGAN CF63 1BA 101 WHITCHURCH ROAD, CARDIFF, CF14 3JQ, SOUTH GLAMORGAN
TELEPHONE NUMBER	01446 732231 (BARRY) 029 20621059 (CARDIFF)
EMAIL ADDRESS	admin@alisonjonesdentist.co.uk

Aims and objectives of the dental practice

1. Promote good oral health to all patients
2. Provide high quality dentistry
3. Listen to patients and consider their needs whilst involving them in decisions regarding their care
4. Refer as appropriate to other healthcare providers for specialist treatment or advice
5. Be involved in local community initiatives to promote health and well-being
6. Ensure team members are skilled and up to date in order to provide competent care
7. Maintain awareness of national guideline which might affect dental care

This surgery will undertake general dentistry which includes:

Diagnosis and treatment of dental diseases

Treatment of dental trauma

Provision of dental restorations

Provision of dental extractions

Radiographic examinations

Soft tissue screening

Emergency care

REGISTERED MANAGER DETAILS	
Name	Alison Jones
Address and postcode	45 Barry Road, Barry, Vale of Glamorgan CF63 1BA
Telephone Number	01446 732231
Email Address	admin@alisonjonesdentist.co.uk
Relevant qualifications	BDS 2000
Relevant experience	Over 20 years of working in general practice. Regular attendance at courses to ensure kept up to date with key issues

	such as infection control, health and safety. Regular audits throughout the practice to maintain high quality care to patients.
RESPONSIBLE INDIVIDUAL DETAILS	
Name	Alison Jones
Address and Postcode	45 Barry Road, Barry, Vale of Glamorgan CF63 1BA
Telephone Number	01446 732231
Email Address	admin@alisonjonesdentist.co.uk
Relevant Qualifications	BDS 2000
Relevant experience	(The responsible individual and the Registered Manager are the same person so please see previous section)
Roles and responsibilities within the organisation	<p>I will:</p> <ol style="list-style-type: none"> 1. Oversee general functions and take responsibility for the daily operations of the practice, by ensuring that the work is carried out according to agreed policies. 2. Be responsible for recruitment, training and development of employees, including monitoring and evaluating staffing levels to meet existing and future needs. 3. Maintain surgeries and offices in good working order and ensure that equipment is in good working condition. 4. Ensure excellent quality of service for patients. 5. Build and lead an effective team, develop motivation, commitment and sound working relations and morale within the staff. 6. Supervise staff on a day-to-day basis and ensure they are formally appraised at least annually. 7. Be responsible for implementing disciplinary procedures as required. 8. Have an overall responsibility for the implementation and monitoring of all health and safety policies. 9. Ensure that all possible steps are taken to prevent accidents and to minimise any potential hazards 10. Facilitate the cascading of Health & Safety information and issues to all staff and ensure that this has been digested and understood.

	<ol style="list-style-type: none"> 11. Ensure that all of the practice's policies and procedures are effectively implemented and monitored and be responsible for them. 12. Have an overall responsibility for the delivery of quality services to all patients. 13. Have overall responsibility for investigating and documenting all untoward events, e.g. any complaints or grievances which the patients might have. 14. Investigate any accidents and incidents which may occur. 15. Receive and evaluate patient feedback and make process changes to the running of the practice if appropriate. 16. Oversee the financial process and completion of relevant documents, e.g. invoices, supervision and staff training records. 17. Use practice team development systems – we aim to complete the BDA Good Practice Scheme 18. Instigate in-practice training, development and quality improvement e.g. medical emergencies and audit of relevant topics. 19. Contributes to well organised and effective practice team meetings. 20. Attend Local Dental Committee meetings.
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STAFF DETAILS

Name	Position	Relevant qualifications/experience
Alison Jones	Dentist	BDS (LOND) 2000
Ali Amir	Dentist	BDS (Cardiff) 2018
Sarah Down	Dentist	BDS (Cardiff) 2021
Ruth Thomas-Greenslade	Hygienist	Cardiff 2000
Emma Jade Baggett	Hygienist	Cardiff 2021
Clair Lang	Therapist	Cardiff 2005
Joanne Tyler	Practice Manager	Not applicable
Jemma Jones	Dental Nurse	2013
Nicola Williams	Dental Nurse	2014
Sarah Croydon	Dental Nurse	2000
Chloe Holden	Trainee Dental Nurse	In training with Harriet Ellis
Shannon Woods	Trainee Dental Nurse	In training with Toothfairies Ltd
Emily Davies	Trainee Dental Nurse	In training with Toothfairies

ORGANISATIONAL STRUCTURE

We employ:

3 dentists (one practice owner and two associates)

1 practice manager

2 dental hygienist

1 dental therapists

6 dental nurses who also rotate on reception duties

SERVICES/TREATMENT/FACILITIES

We will provide general dental services to the whole population. This includes the diagnosis and treatment of dental disease including caries and periodontal disease. We will also take radiographs as an aid to diagnosing the patient's oral condition and undertake dental extractions where necessary. We will be available to treat oral trauma and can follow it up by providing dental restorations. In relation to the area of wider health, we will also undertake soft tissue screening for the early detections of oral cancers. Our focus will be on prevention, and utilising skill-mix in the practice to the full.

PATIENTS VIEWS

We will run in-house surveys periodically in order to find out what patients:

1. Like about the practice
2. What they feel could be improved and
3. What it is really like to receive dental care at the practice.

It will help us to understand better what our patients expect from us and can generate ideas on how services could be redesigned to meet patients' needs more closely. After these consultations, we plan to let the patients know what we have found out and what we intend to do as a result. We will put this feedback – and our associated actions – on the website and it will also be posted on notices at the practice. We feel that this demonstrates our commitment to keeping them informed and involved in the practice.

ARRANGEMENTS FOR VISITING/OPENING HOURS

OPENING HOURS:

MONDAY 9AM – 5PM

TUESDAY 9AM – 5PM

WEDNESDAY 9AM – 5PM

THURSDAY 9AM – 5PM

FRIDAY 9AM – 1PM

Out of hours care – patients to seek advice from the Local Health Board's Dental Helpline on – 0300 1020247

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The practice complaints procedure will:

1. Be simple, accessible and we published (on our website and in the practice)
2. Designate a complaints manager to deal with patient complaints (Alison Jones, Practice Owner)
3. Require that complaints are acknowledged initially by telephone and promptly followed up in writing with an explanation of how the complaint will be dealt with
4. Indicated the agreed timescales for investigating and responding to the complaint
5. Give patients the opportunity to express their concerns
6. Require complaints to be dealt with confidentially; with all discussions, meetings and telephone calls held in private area
7. Make it clear that complaints are monitored closely as part of a commitment to improve practice standards.

The complaints manager (Joanne Tyler) will:

Investigate the circumstances surrounding the complaint

Seek the views of the relevant team members

Examine the patient's clinical records

Contact the defence organisation for advice

We hope that you never have a reason to complain about your time at Alison Jones Dental Surgery Ltd. If you are unhappy with any aspect of your experience with us please contact Alison Jones, the Practice Owner, or Joanne Tyler, Practice Manager. If for any reason you are not satisfied with the outcome of our complaints procedure you can request further assistance from the following:

NHS:

Chief Executive

Cardiff and Vale University Health Board Headquarters

University Hospital of Wales

Heath Park

CARDIFF CF14 4XW

Tel: 02920748913

concerns@wales.nhs.uk

Private

Healthcare Inspectorate Wales

Rhydyar Business Park

MERTHYR TYDFIL CF48 1UZ

Tel: 0300 0628163

GDC (Dental Regulator)

General Dental Council

37 Wimpole Street

LONDON W1G 8DQ

Tel: 020 71676000

PRIVACY AND DIGNITY

This practice will be committed to providing services to all patients and, within the constraints of the building, we have maximised physical access by ensuring the path to the practice is well lit, has a smooth surface and is free from obstacles. There is a ramp from the path to the front door to allow easy access into the practice. The waiting area will be an uncluttered open passage providing easy access for those with walking difficulties or in wheelchairs.

Information for patients will be available at the Practice printed in English and where the appropriate form is available in Welsh, they will also be available. Each surgery will be equipped with a range of illustrated patient information leaflets and scale models to help describe various treatment options. Explanations will be kept succinct and jargon-free to aid understanding in a way that is appropriate to each individual patient. Where there are language difficulties, we will encourage patients to be accompanied by a friend or relative who can interpret our explanations and the patients' questions. Where this is not possible, we will use interpreter services.

Where a patient has learning difficulties, we will encourage them to be accompanied by a spouse or carer who is experienced in communicating and reassuring with them and can help us to make sure that the patient understands what is happening.

Date Statement of Purpose written	
Author	Alison Jones

STATEMENT OF PURPOSE REVIEWS

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

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