



STATEMENT OF PURPOSE

Name of establishment: Absolute Dental Care

Address and postcode: Clifton Rock
Greenhill Road
Tenby
Pembrokeshire
SA70 7LG

Telephone number: 01834 218040

Email address: enquire@absolutedentalcare.co.uk

Aims and objectives of the establishment

To provide high quality, affordable dental care to the residents of Tenby and the surrounding areas.

To work together to optimise patients' dental health by individually tailoring their dental care and making the most of their smile.

Our commitment:

- To take time to listen and respond to patients needs
- To deliver a high standard of care
- To help patients feel confident about their smile
- To discuss all treatment options and give a written plan and estimate of costs
- To be punctual and allow sufficient time for treatment
- To provide a clean, safe working environment
- To continually develop our professional knowledge and skills

Commitment we ask of patients:

- Attend appointments on time, giving 48hours notice of cancellation where possible
- Attend regularly and listen to professional advice
- Pay for treatment as it is provided
- Raise any concerns they may have with us
- Help our practice to grow by recommending us to family, friends and colleagues



Registered Manager Details

Name: Kate Evans
Address and postcode: Clifton Rock
Greenhill Road
Tenby
Pembrokeshire
SA70 7LG

Telephone number: 01834 218040

Email address: enquire@absolutedentalcare.co.uk

Relevant Qualifications:

- National Certificate for Dental Nurses
GDC Registration number:126904
- BDA Education Certificate in Radiography
- A1 NVQ Assessors Award

Relevant Experience:

- 29 years as a Dental Nurse
- 3 years as an NVQ Assessor/Tutor for Level 3 NVQ in Dental Nursing
- 11 years as a Practice Manager
- 5 years as a Practice Owner/Manager



Responsible Individual Details

Name: Rhodri Evans
Address and postcode: Clifton Rock
Greenhill Road
Tenby
Pembrokeshire
SA70 7LG

Telephone number: 01834 218040
Email address: enquire@absolutedentalcare.co.uk

Relevant Qualifications:

- BDS (Wales) 2000 GDC Registration number: 77562

Relevant Experience:

- 17 years experience in all aspects of general dentistry
- 13 years as an Associate dentist
- 5 years as a Practice Owner/Principal Dentist
- Approved Implant training course

Roles and responsibilities within the organisation:

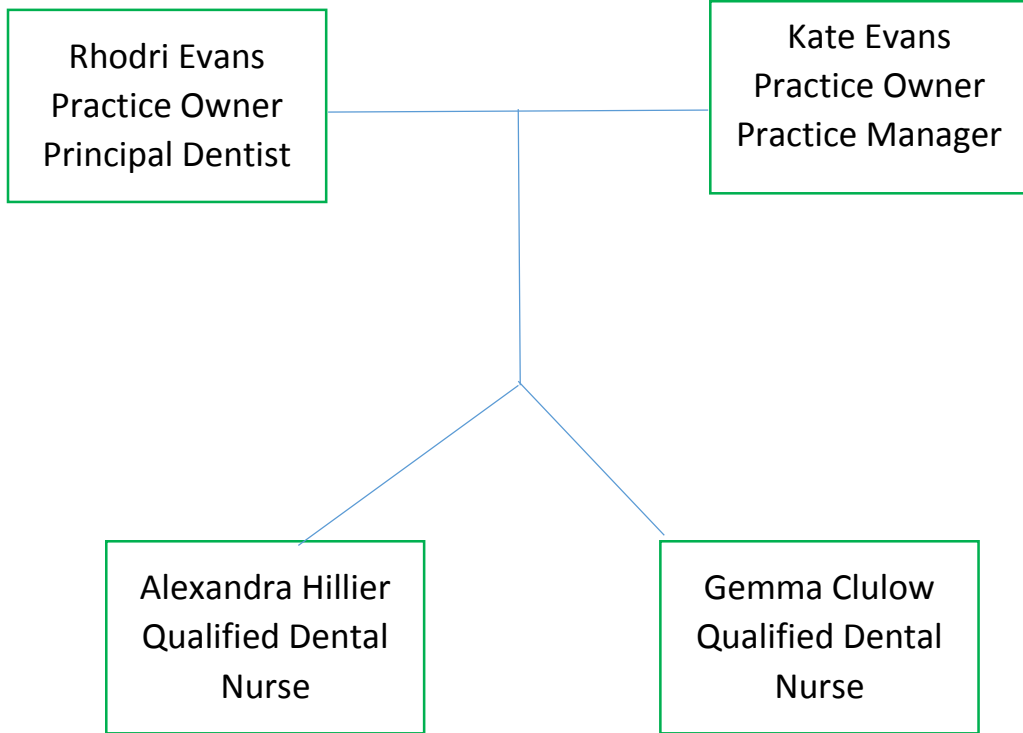
- To provide clinical advice to patients
- To perform general dental treatments
- Placing dental implants
- Staff recruitment
- Financial decisions
- Maintain GDC standards and compliance



Staff Details

Name	Position	Relevant qualifications
Rhodri Evans	Practice Owner/ Principal Dentist	BDS (Wales) 2000 Implant training course
Kate Evans	Practice Owner/ Manager	National Certificate for Dental Nurses BDA Education Certificate in Radiography A1 NVQ Assessors Award
Gemma Clulow	Qualified Dental Nurse	Diploma in Dental Nursing Level 3 Receptionist
Alexandra Hillier	Qualified Dental Nurse	Diploma in Dental Nursing Level 3

Organisational Structure



Services/Treatments/Facilities



Routine/Extensive Examination	0 years onwards
Scale and polish	12 years onwards
Periodontal Treatment	18 years onwards
Fillings	4 years onwards
Extractions	5 years onwards
Root Canal Treatment	12 years onwards
Crown and Bridge Work	12 years onwards
Inlays/Onlays	12 years onwards
Veneers	16 years onwards
Dentures	12 years onwards
Teeth Whitening	18 years onwards
Implants	18 years onwards

We have a CBCT Scanner on site. CT Scans are routinely taken for patients who are having dental implants placed to check bone levels and anatomy of the jaw so that the placement of implants can be planned to precision.

Patients Views



We regularly seek feedback from patients by asking them to complete a feedback questionnaire and by asking for testimonials. The information that we receive from these sources allows us to continually improve the services that we provide.

Opening Hours

Monday:	8:30am – 5:30pm
Tuesday:	8:30am – 5:30pm
Wednesday:	8:30am – 5:30pm
Thursday:	8:30am – 5:30pm
Friday:	8:30am – 2.00pm
Saturday:	By Appointment Only

Patient's requiring emergency treatment during opening hours will in most instances be given an appointment on the same day or within 24 hours.

An emergency contact number for out of hour's emergencies is available by contacting the practice telephone number. Emergency out of hour's advice will be given by the dentist and if necessary the practice will be opened to treat the patient.

Arrangements for dealing with Complaints



A complaint can be made to the practice via telephone, face to face, letter or e-mail.

If an individual makes a complaint, it will be passed immediately to the complaints manager Kate Evans.

Complaints regarding clinical care or associated charges will be referred to the dentist concerned, unless the individual does not want this to happen.

We will acknowledge a complaint in writing and enclose a copy of our code of practice as soon as possible, normally within 2 working days. We will offer to discuss the complaint with the individual and confirm how they would like to be kept informed of developments. We will inform the individual about how the complaint will be handled and the likely time that it will take to complete the investigation.

We will seek to investigate the complaint within 4 weeks.

When the investigation is complete, we will provide the individual with a full written report which will include an explanation of how we considered the complaint, conclusions reached in respect of each specific part of the complaint, details of any remedial action taken and whether further action will be taken.

Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service.

If the individual making the complaint is not satisfied with the result of our investigation, we will advise them to refer the complaint to:

- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA (0845 120 540)
- General Dental Council, 37 Wimpole Street, London, W1M 8DQ
- Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Privacy and Dignity



Our vision is for Absolute Dental Care to be a successful, caring and welcoming place for patients to receive their 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 is positively valued.

The non-discrimination rights of our patients and staff are protected by anti-discrimination legislation including the Equality Act 2010, Part-time Workers (prevention of less favourable treatment) Regulations 2000 and the Employment Rights Act 1996.

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

The aim of this policy is to remove any potential discrimination in the way that people with protected characteristics are cared for by the Practice. This means that we will not treat someone less favourably because of their age, a disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Absolute Dental Care is committed to ensuring the security of personal data held by the practice. All staff with access to personal data must comply with the Data Protection Policy.

The Practice complies with the Data Protection Act 1998 and is registered with the Information Commissioners Office.

Date Statement of Purpose written:

18th December 2017

Author:

Kate Evans