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| **STATEMENT OF PURPOSE** |
| Name of establishment or agency | Crosskeys Dental Practice |
| Address and postcode | 15 – 19 Risca RoadCrosskeysNewportGwentNP11 4BT |
| Telephone number | 01495 272123 |
| Email address | crosskeysdental1@aol.cominfo@crosskeysdental.co.uk |

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| **Aims and objectives of the establishment or agency** |
| We aim to provide high-quality dental care throughout our Dental Practice. We are currently partaking in the dental reform program The treatment we provide includes dental examinations, x-rays, treatment of periodontal disease, fillings, prosthetic treatment (crowns, bridges, veneers, dentures) root canal treatments and extractions. We also offer teeth bleaching, composite bonding and Invisalign.  * We tailor-make treatment plans to suit the individual needs of the patients.
* We focus on the prevention of dental disease and promote good oral health, providing information leaflets where required.
* We have qualified dental assistants with extended duties to provide fluoride varnish application and oral health promotion.
* We involve other professionals and refer appropriately if required in the best interests of the patients.
* 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 highest cross-infection standards to provide a clean and hygienic environment.
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| **REGISTERED MANAGER DETAILS** |
| Name | Miss Eve Heare |
| Address and postcode | 8 BryngolwgCroespenmaenCrumlinNewportGwentNP11 3AJ |
| Telephone number | 01495 272123 |
| Email address | Crosskeysdental1@aol.com |
| Fax number |  |
| Relevant qualificationsNEBDN – Dental nurse 2004ILM Level 4 in Management |
| Relevant experience I qualified as a dental nurse in 2004 and re-registered in 2014 with almost 10 years dental nursing experience.I have worked at Crosskeys Dental Practice for over 11 years as a dental nurse and then progressed to Head Dental Nurse in 2018, progressing to Practice Manager in 2019.I completed a team leader level 2 course in 2019 and progressed to ILM level 3 and level 4 in Management with the intention to progress further. |

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| **RESPONSIBLE INDIVIDUAL DETAILS** |
| Name | Dr Jonathan Alexander |
| Address and postcode | Llwyn DeriRhiwderinNewportGwentNP10 8RQ |
| Telephone number | 01495 272123 |
| Email address | crosskeysdental1@aol.com |
| Relevant qualificationsBDS – Batchelor in Dental Surgery |
| Relevant experience Qualified BDS in 2002Roles and responsibilities within the organisationPrincipal Dentist, Owner. |
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| **STAFF DETAILS** |
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| Name | Position | Relevant qualifications / experience |
| Dr Jonathan Alexander | Dentist | BDS - Bachelor’s in dental surgery |
| Dr Ashraf Abu-Hannoud | Dentist | BDS - Bachelor’s in dental surgery |
| Dr Sailija Nalam | Dentist | BDS - Bachelor’s in dental surgery |
| Dr Razhan Abdulla | Dentist | BDS - Bachelor’s in dental surgery |
| Miss Chloe Richards | Hygienist | Diploma in Dental Hygiene |
| Mrs Katrina Edwards | Hygienist | Diploma in Dental Hygiene |
| Leah Patel | Dental Therapist | BSc Dental Hygiene and Therapy |
| Miss Eve Heare | Practice Manager/Extended Duties Dental Nurse | ILM level 4 ManagementNEBDN in Dental Nursing |
| Miss Ellie Hughes | Head Dental Nurse/Extended Duties | Diploma in Dental Nursing |
| Mrs Jaye Price | Dental Nurse | Diploma in Dental Nursing |
| Miss Olivia Hillman | Dental Nurse | Diploma in Dental Nursing |
| Miss Olivia Garnett-Jenkins | Dental Nurse | Diploma in Dental Nursing |
| Miss Marianne Jones | Dental Nurse | Diploma in Dental Nursing |
| Miss Alexia Smith | Trainee Dental Nurse | Working towards Diploma in Dental Nursing |
| Miss Emma Harris | Trainee Dental Nurse | Working towards Diploma in Dental Nursing |
| Mrs Pamela Davies | Head Receptionist |  |

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| **ORGANISATIONAL STRUCTURE** |
| Jonathan Alexander (Practice Principal)Arrow Down with solid fillEve Heare (Practice Manager)Arrow Down with solid fillAshraf Abu-Hannoud(Dentist)Razhan Abdulla (Dentist)Sailaja Nalam (Dentist)Katrina Edwards (Hygienist)Chloe Richards (Hygienist)Leah Patel (Therapist)Arrow Down with solid fillPamela Davies (Head Receptionist)Arrow Down with solid fillEllie Hughes (Extended Duties Head Nurse)Jaye Price (Extended duties Dental Nurse)Olivia Hillman (Dental Nurse)Olivia Garnett-Jenkins (Dental Nurse)Marianne Jones (Dental Nurse)Alexia Smith (Trainee Dental Nurse)Emma Harris (Trainee Dental Nurse) |

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| **SERVICES / TREATMENTS / FACILITIES** |
| * *Oral examination/assessment*
* *Oral cancer screening*
* *Scale and Polish – Periodontal treatment*
* *Fillings – Amalgam and composite*
* *Root Canal Treatment*
* *Crowns, Bridges, veneers, inlays, and onlays.*
* *Dentures- partial and full, acrylic and chrome*
* *Retainers, nightguards, and sports guards*
* *Teeth Whitening*
* *Air Polishing*
* *Composite Bonding*
* *Smilefast*
* *Invisalign*
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| **PATIENTS VIEWS** |
| *How do you seek patients’ views on the services/treatments you provide?*We have an anonymous suggestions box in the waiting room for patients to leave suggestions to be fed back to staff at staff meetings. We encourage feedback from all sources (verbally, email, social media), so we can review patients' opinions about the practice and the treatment that has been provided, and to review and amend if necessary. |

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| **ARRANGEMENTS FOR VISITING / OPENING HOURS** |
| *The usual opening hours are:** Monday: 7.45 – 5.00
* Tuesday 7.45 – 5.00
* Wednesday 8.45 – 5.30
* Thursday 8.45 – 5.30
* Friday 7.45 – 2.30

Appointments can be made at reception or by telephone on 01495 272123Urgent care can be provided out of hours via the Local Health Board on -01633 744387 |

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| **ARRANGEMENTS FOR DEALING WITH COMPLAINTS** |
| 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.1. The person responsible for dealing with any complaint about the service that we provide is Eve Heare, the practice Complaints Manager.
2. 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.
3. If the patient complains in writing or by e-mail it will be passed on immediately to the Complaints Manager.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. If patients are not satisfied with the result of our procedure, then a complaint may be referred to:
* Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ telephone: 0845 601 0987 or www.ombudsman-wales.org.uk for complaints about NHS treatment.
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| **PRIVACY AND DIGNITY** |
| In line with the Equality Act 2010 a patient’s privacy and dignity will be respected and characteristics protected regardless of:* *age*
* *disability*
* *gender*
* *marriage and civil partnerships*
* *pregnancy and maternity*
* *race*
* *religion or belief*
* *sex*
* *sexual orientation*
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| **Date Statement of Purpose written** | 06.06.2025 |
| **Author** | Eve Heare |

**STATEMENT OF PURPOSE REVIEWS**

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

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