



STATEMENT OF PURPOSE

Name of establishment or agency	Llandoverly Dental Practice
Address and postcode	22, Stone Street Llandoverly Carmarthenshire SA20 0JP
Telephone number	01550 720500
Email address	info@llandoverlydentists.co.uk
Fax number	

Aims and objectives of the establishment or agency

1. Treatment of disease, disorder or injury

- To provide a high quality and range of dental services to the whole community, including consultations, X-Rays, routine restorative work, endodontics, treatment of periodontal disease, prostheses, cosmetic 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 specialist dental practitioners where necessary. Temporary treatment provided if necessary.
- To keep patients well-informed of costs and to 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.

2. Surgical procedures

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

3. Diagnostic and screening procedures

- To arrange and agree appointments and review appointments within appropriate personal timeframe with patients.
- To undergo a complete and detailed examination of the patient's oral health with help from relevant diagnostic equipment, taking into account relevant medical history.
- To inform patients of the results of such diagnostic and screening procedures with a view to discussing possible treatment options.

REGISTERED MANAGER DETAILS

Name	Adam Llewellyn
Address and postcode	Llandovery Dental Practice 22, Stone Street Llandovery Carmarthenshire SA20 0JP
Telephone number	01550 720500
Email address	info@llandoverydentists.co.uk
Fax number	
Relevant qualifications	
BDS (hons) Wales	
Relevant experience	Over 15 years of dental practice ownership and continued professional development



STAFF DETAILS	
Name	Position
Adam Llewellyn	Principal Dentist
Tom Bysouth	Dentist
Rachel Mills	Dentist
Cerys James	Dentist
Jennifer Llewellyn	Dentist
Catrin Haf Jones	Hygienist/Therapist
Lyndsey Jenkins	Hygienist
Annis Wigley	Dental Nurse
Amber Price	Dental Nurse
Susan Clarke	Dental Nurse / Receptionist
Kristina Williams	Dental Nurse
Kim Ashman	Dental Nurse
Charlotte Bartlett	Trainee Dental Nurse
Lucy Griffiths	Trainee Dental Nurse

ORGANISATIONAL STRUCTURE



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

Organisational structure

Practice owner

Registered manager

Dentists

Therapists / Hygienists

Head Nurse

Receptionists & Dental Nurses

SERVICES / TREATMENTS / FACILITIES

Provide dentures, crowns, fillings, extractions, veneers, bridges, and cleanings to all patients using dental forceps, high and low speed rota's and scalers to anyone who requires it.
Whitening to over 18's only with peroxide based gels

PATIENTS VIEWS



We regularly conduct written feedback questionnaires and continually ask for verbal feedback

ARRANGEMENTS FOR VISITING / OPENING HOURS

Monday – 9am - 5pm
Tuesday – 9am - 5pm
Wednesday – 9am - 5pm
Thursday – 8.30am - 4pm
Friday – 8.30am - 3pm

Out of hours privately: owners mobile phone number
Out of hours NHS: 111

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)*

Details of how to make a complaint are clearly displayed at our reception.

Patients can complain in writing or by filling in a form which is available at reception, addressed to David Morgan – Complaints Manager.

We aim to respond to apologise for the patients concerns within 5 working days.

We will seek to investigate the complaint and put things right using “listening to people” within 25 days of receipt. Should we be unable to investigate within this time frame we will notify the patient giving reasons for the delay and expected period within which the investigation will be completed.

We will confirm our decision about the complaint as soon as possible after completing our investigation. Proper and comprehensive records are kept of any complaints received.

Should the patient not be fully satisfied with the results of the investigation a further complaint can be made to:



For complaints about NHS treatment:

Hywel Dda Local Health Board

Email: hdhb.patientsupportservices@wales.nhs.uk

Post: Freepost Feedback @ Hywel Dda

Tel: 0300 0200 159

For help with a complaint, you can contact your local health community council:

Llais – West Wales
Government Building
Picton Terrace
Carmarthen
SA31 1BT

Tel: 01646 697610

Email: westwalesadvocacy@llaiscymru.org

Dental Complaints Service

Stephenson House
2 Cherry Orchard Road
Croydon, CR0 6BA

Tel: 08456 120 540

The General Dental Council

37 Wimpole Street
London, W1M 8DQ

Healthcare Inspectorate Wales

Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 0628163
www.hiw.org.uk
Email: HIW@gov.wales



For complaints about Denplan treatment:

Denplan's Complaints Handling Team

Denplan Limited

Denplan Court

Victoria Road

Winchester

SO23 7RG

Tel: 0800 169 7220

PRIVACY AND DIGNITY

Llandovery Dental Practice is committed to promoting an environment which provides for the support and ongoing well-being of patients.

The Practice's Dignity and Respect Policy is based on the principles of excellent staff management and ethical behavior which underpins the practice's value in providing patients with an environment centered upon self-respect, tolerance and support.

The Dignity and Respect Policy applies to all patients at the practice. All staff members, including agency workers, are expected to comply with the requirements of this policy.

This Dignity and Respect Policy enables the practice manager and dentists to be both proactive and reactive with regard to situations that could compromise a patient's dignity.

The policy aims to give support to all persons connected with a suspected breach of the practice rules (this includes the complainant and the respondent) and explains the practice's response to all such complaints.

All staff members have a personal and legal responsibility to comply with this policy on practice premises or in other locations associated with Llandovery Dental Practice



The Practice Manager and Dentists have a responsibility to ensure that all complaints are fully investigated in accordance with the practice complaints procedure, and to ensure that all staff members, both permanent or temporary, are made aware of this policy.

Scope

This policy is intended to provide a framework to promote dignity and respect within Llandoverly Dental Practice based on the following standards:

- Ensure that patients are treated with dignity and respect at all times
- Support a working environment based on principles of self-respect, tolerance and support
- Ensure that particular attention is paid to treating patients with dignity and respect where any form of abuse has occurred
- Continuously promote good relations to the benefit of all
- Respect and value diversity and contrasting opinion
- Facilitate a culture whereby patients feel confident to report suspected breaches of this policy, and to believe appropriate action will be taken against perpetrators where necessary

General

- Patients will be addressed by their title, e.g. (Mr/Mrs/Ms/Miss)
- During staff work-related conversations, patients will be referred to with respect and the subject matter discussed confidentially, regardless of where the discussion takes place in the practice
- The Practice will not under any circumstances, stereo-type patients based on pre-formed, perceived opinions
- Conversations about patients must not take place with other staff members outside the practice at any time
- Conversations about patients must never take place between staff members and non-staff members

During Consultations

- Patients whose first language is not English, may have a family member or friend present to interpret or assist
- Washing facilities will be offered to any patient, if required

Date Statement of Purpose written	6 th September 2024
Author	Adam Llewellyn



STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	10 th Feb 2020
Reviewed by	Adam Llewellyn
Date HIW notified of changes	10 th Feb 2020

Date Statement of Purpose reviewed	6 th September 2024
Reviewed by	Adam Llewellyn
Date HIW notified of changes	9 th September 2024

Date Statement of Purpose reviewed	29 th July 2026
Reviewed by	Adam Llewellyn
Date HIW notified of changes	29 th July 2026

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