

**STATEMENT OF PURPOSE**

Name of establishment or agency	Bupa Dental Care, Caerphilly
Address and postcode	<b>Registered Office Vantage Office Park, Old Gloucester Road Hambrook Bristol Avon BS16 1GW</b>
Telephone number	<b>0845 6029335</b>
Email address	Registrations@bupadentalcare.co.uk
Fax number	

**Aims and objectives of the establishment or agency**

**1.** We aim to provide a high standard of ongoing preventive dental care in a safe, caring, supportive environment in which our patients are treated with respect and their dignity is always preserved. We aim to promote good oral health and foster an understanding of its benefits in general wellbeing by encouraging our patients to take responsibility for their own oral health.

**2.** We aim to involve our patients in all that we do, whether this be by involving them in how we deliver services or by involving them in decisions about their own treatment and oral health. We carefully question our patients in order to identify their treatment needs prior to explaining fully all treatment options. We ensure our patients have understood the options explained and encourage them to ask questions if they do not understand. When it is in the patient's best interests to refer them for advice or treatment, we ensure they are fully informed of the reasons for this. Patients are given time to consider discussions and options feel encouraged to act upon this.

We aim to make all our patients feel confident that they receive the best possible advice in a form they can understand so that they are able to make informed choices about their care. This includes ensuring that they have an understanding about the likely outcomes of any treatment, the cost and any associated risks. We aim always to obtain valid consent, which requires a full explanation of the nature, purpose and material risks of any proposed procedures, and the consequences of not having the treatment, in a language that the patient can understand (using an interpreter and visual aids where necessary).

**3.** We have policies for consent and confidentiality that are regularly discussed at practice meetings and updated when necessary and at least yearly. All team members understand the role they play in obtaining valid consent and confidentiality.

**4.** We ensure that any adverse or significant events are fully investigated and learning from these inform policy review to ensure the likelihood of them being repeated is minimised or if possible eradicated.

**5.** We undertake patient satisfaction surveys every three months that specifically ask patients whether they are confident they are treated as individuals, listened to and involved in decisions about their treatment. We also capture ad hoc patient comments that are discussed at practice meetings. We act on all feedback received and ensure that patients are aware of changes made as a result of their feedback.

**6.** We have a published complaints policy that is regularly reviewed and updated. We view complaints as an opportunity to increase the influence our patients have on how we plan and deliver our services. Our Practice Complaints Policy is displayed, understood and complied with by all team members. Our team understands the importance of listening to the nature of any complaint and reassuring the patient it has been understood and will be acted upon within the agreed timeframe.

We act promptly on all complaints or expressions of dissatisfaction and aim to resolve all complaints in-house to the satisfaction of all concerned. All complaints about service levels are discussed at practice meetings with the aim of rectifying any problems and avoiding a recurrence. We keep a log of all complaints and analyse this for trends that show where changes to our services may be needed.

**7.** Our recruitment policy is focused on ensuring we recruit appropriately trained and qualified team members. All new staff receive comprehensive induction training and thereafter regularly updated training appropriate to their needs. We undertake regular staff satisfaction surveys and act on the findings. All team members have regular appraisals with personal development plans.

**8.** We take safeguarding issues very seriously indeed and have a safeguarding and child protection policy that is regularly reviewed and updated. At practice meetings we rehearse what we would do in the event of concerns about potential abuse or safeguarding issues come to light. Team members all understand the role they play in being vigilant in relation to safeguarding.

#### REGISTERED MANAGER DETAILS

Name	N/A
Address and postcode	Bupa Dental Care 6c Cae Meillion Ystrad Cwrt Rawlin Castle View Caerphilly CF83 1SN
Telephone number	02920 887838



Email address	caerphilly@bupadentalcare.co.uk
Fax number	N/A

**RESPONSIBLE INDIVIDUAL DETAILS**  
(please delete this section if not applicable)

Name	Mark Allan
Address and postcode	Bupa Dental Care Vantage Office Park, Old Gloucester Road, Hambrook, Bristol, United Kingdom, BS16 1GW
Telephone number	01454 771596
Email address	Registrations@bupadentalcare.co.uk
Fax number	N/A
Role and responsibilities	Managing Director of Bupa Dental Care, responsible for the safe and effective running for nearly 500 dental practices within the UK

**STAFF DETAILS**

Jose Bernardo	Dentist	Qualified 2010 LMD (Porto) GDC 242487
Veska Raycheva-Ivanova	Dentist	Qualified 2005 DDM (Bulgaria) GDC 208866
Mariana Dos Santos	Dentist	Qualified 2017 LMD (Lisbon) GDC 284785
Svetla Avramova	Dentist	Qualified 1990 DDM (Plodic) GDC 145751
James Edwards	Hygienist	Qualified 2015 GDC255333
Bonnie Jones	Hygienist	Qualified 2021 Bonnie first trained as a Dental Nurse and qualified in 2002 GDC
Lyndsay Thomas	Lead Dental Nurse	Qualified 2009 NVQ level 3 Oral Healthcare Dental Nursing & Indp assess City & Guilds GDC 190200



Amy Rees	Dental Nurse	Qualified 2016 Diploma in Dental Nursing level 3 QCF City & Guilds GDC 269062
Elisabeth Smith	Dental Nurse	Qualified 2009 National Certificate NEBDN GDC 180250
Candy Hughes	Dental Nurse	Qualified 2008 Veridied experience in Dental Nursing GDC 130917
Nisha Williams	Dental Nurse	Qualified 2017 Awaiting re-registration
Megan Walsh	Trainee Dental Nurse	Started with Bupa Dental care May 2022
Kathryn Price	Lead Receptionist	30 years experience working in Management Lead receptionist at Bupa since November 2022
Caroline Fenwick	Receptionist	30 years experience in Management and Reception

### SERVICES / TREATMENTS / FACILITIES

Learning disabilities or autistic spectrum disorder	<input type="checkbox"/>
Older people	<input type="checkbox"/>
Younger adults	<input type="checkbox"/>
Children 0-3 years	<input type="checkbox"/>
Children 4-12 years	<input type="checkbox"/>
Children 13-18 years	<input type="checkbox"/>
Mental health	<input type="checkbox"/>
Physical disability (NO STAIRLIFT)	x
Sensory impairment	<input type="checkbox"/>
Dementia	<input type="checkbox"/>
People detained under the Mental Health Act	<input type="checkbox"/>
People who misuse drugs and alcohol	<input type="checkbox"/>
People with an eating disorder	<input type="checkbox"/>
<b>Whole population</b>	<input checked="" type="checkbox"/>
None of the above	<input type="checkbox"/>
Please give details:	

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### **PATIENTS VIEWS**

We aim to involve our patients in all that we do, whether this be by involving them in how we deliver services or by involving them in decisions about their own treatment and oral health. We carefully question our patients in order to identify their treatment needs prior to explaining fully all treatment options. We ensure our patients have understood the options explained and encourage them to ask questions if they do not understand. When it is in the patient's best interests to refer them for advice or treatment, we ensure they are fully informed of the reasons for this. We aim to make all our patients feel confident that they receive the best possible advice in a form they can understand so that they are able to make informed choices about their care. This includes ensuring that they have an understanding about the likely outcomes of any treatment, the cost and any associated risks. We aim always to obtain valid consent, which requires a full explanation of the nature, purpose and material risks of any proposed procedures, and the consequences of not having the treatment, in a language that the patient can understand (using an interpreter and visual aids where necessary).

### **ARRANGEMENTS FOR VISITING / OPENING HOURS**

Practice is on the first floor so we are unable to accommodate wheelchair users at this practice, however we do have alternative practices in the Cardiff and Newport areas that we can advise if necessary, please inform reception on booking so we can ensure to give the correct information. Toilet facilities are limited due to space. There is parking available at the practice. Practice opening hours Monday – 8am - 8pm Tuesday- 8am - 5pm Wednesday- 8am - 8pm Thursday 8am - 8pm Friday- 8am - 5pm Sat and Sunday Closed In the event of an emergency outside the practice opening hours the Emergency helpline number is 01633 488389 and you can call 111 for advice.

### **ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

At Bupa Dental Care our patients are truly at the heart of everything we do. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously. a. If you have a concern regarding any aspect of your care, please let the Practice Manager know. We'll do all that we can to resolve it to your satisfaction, both promptly and professionally. The Practice Manager is the person responsible for ensuring patient complaints are investigated and responded to. We accept complaints via letter, email or verbally. b. 1. If your concern relates to clinical dental treatment the treating clinician will investigate and respond in line with their professional and regulatory responsibilities. At Bupa Dental Care our dentists are self-employed and as such bear all responsibility for the treatment they provide and any problems arising from that treatment. Dentists are legally required to deal with complications, complaints,

failed treatment, and negligence. Please be further advised that this is their obligation just as it is with any dentist practicing in the United Kingdom. Bupa Dental Care's role is to help and support in a capacity as an advocate if needed, but any responsibility to provide a refund or retreatment, is the responsibility of the treating clinician. 2. If your concern relates to any other aspect of your customer journey, the Practice Manager will investigate and respond to you directly. c. If complaining on behalf of someone else, please note, we will require written consent in order to discuss their personal information. d. We'll acknowledge your complaint in writing within two days and will also include a copy of this complaint procedure. We will investigate your concerns and aim to provide a full response within 20 working days. If, for any reason, we are unable to complete our investigations within 20 working days, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed. e. If you're not satisfied with the outcome received, please let the Practice Manager know. In some circumstances, this may be escalated to our Patient Complaints Team to review and provide a final response. f. If you remain unhappy once we have provided our final response you may be able to refer your complaint, free of charge, for an independent review. Please note that time limits may apply so you'll need to get in touch as soon as possible. Bupa will try to resolve any concerns or complaints; however, we understand that sometimes it is impossible to resolve matters, and this is then the only way to proceed. If you're an NHS patient you can also contact the Public Services Ombudsman for Wales by phone 0300 790 0203, or by accessing the online complaint form <https://www.ombudsman.wales/> or by post 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ You can inform your NHS Local Health Body further information can be found online <http://www.wales.nhs.uk/ourservices/directory> If you're a private patient, you can contact the Dental Complaints Service (DCS) by telephone 020 8253 0800, or visit their website - <https://dcs.gdc-uk.org/> Both NHS and Private patients can contact the Healthcare Inspectorate Wales (HIW): <https://hiw.org.uk/> If your complaint escalation is regarding a non-clinical issue, we would recommend seeking advice from your local Citizen's Advice: <https://www.citizensadvice.org.uk/>

If your concern is about something that has happened to you, you can raise the concern yourself. If you prefer, a carer, friend or relative can represent you, but you will be asked to consent to this. You may also ask your local Community Health Council (CHC) to help you. Your local CHC can provide a free and independent advocacy service to help you or the people acting for you to raise a concern. Community Health Councils (CHCs) provide free, independent advice and support to help you or the people acting for you to raise a concern, including putting you in touch with specialist advocacy services if you need them. Find out about your local CHC by contacting the Board of Community Health Councils in Wales at: Board of Community Health Councils in Wales 2nd Floor 33-35 Cathedral Road Cardiff CF11 9HB Phone: 0845 644 7814 / 029 2023 5558 Email: [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk) Website: [www.communityhealthcouncils.org.uk](http://www.communityhealthcouncils.org.uk)

## PRIVACY AND DIGNITY

We have policies for consent and confidentiality that are regularly discussed at practice meetings and updated when necessary and at least yearly. All team members understand the role they play in obtaining valid consent and confidentiality. At this practice, we take equality, diversity and human rights seriously in order to meet our obligations under the equality, anti-discrimination and human rights legislation. We also believe that we have a moral and ethical

obligation to promote equality and eliminate discrimination and harassment and to uphold human rights principles. We wish to create a workplace and service environment which is free from unfair or unlawful discrimination and harassment and where human rights principles are upheld. We will challenge inequality, discrimination and disadvantage and will work to achieve the highest standards of patient care and employment practices. We wish to ensure that no one who already uses or seeks to use our services or who is a prospective or actual employee should receive less favourable treatment on the grounds of their gender, trans-gender status, partnership status, caring status, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility.

<b>Date Statement of Purpose written</b>	
<b>Author</b>	

### STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	22/11/2022 – New format
Reviewed by	Lyndsay Thomas
Date HIW notified of changes	22/11/2022

Date Statement of Purpose reviewed	09/02/2023
Reviewed by	Lyndsay Thomas
Date HIW notified of changes	

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Reviewed by	
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