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| **STATEMENT OF PURPOSE** | |
| Name of establishment or agency | Boscobel House – Bupa Dental Care |
| Address and postcode | Boscobel House  Welsh street  Chesptow  NP16 5LN |
| Telephone number | 01291 626626/622196 |
| Email address | chepstowboscobelhouse@bupadentalcare.com |
| Fax number |  |

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| **Aims and objectives of the establishment or agency** |
| 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 well being by encouraging our patients to take responsibility for their own oral heath.  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). |

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| **REGISTERED MANAGER DETAILS** | |
| Name | Sophie Harding |
| Address and postcode | Boscobel House  Welsh street  Chesptow  NP16 5LN |
| Telephone number | 01291626626 |
| Email address | Sophie.harding@bupadentalcare.co.uk |
| Fax number | N/A |
| Relevant qualifications:   * National certificate in Dental Nursing | |
| Relevant experience:  Sophie has dental nursing experience and has been a registered (with CQC) practice manager for 13 years. | |

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| **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 | [compliance@bupadentalcare.co.uk](mailto:compliance@bupadentalcare.co.uk)  [mark.allen@bupadentalcare.co.uk](mailto:mark.allen@bupadentalcare.co.uk) |
| Fax number |  |
| Relevant qualifications | |
| Relevant experience  Over 30 Years’ experience in a Customer Facing and Management Role. People Management, Training, Cost and Budget Control. Health & Safety and Compliance | |
| Roles and responsibilities within the organisation:  Senior Practice Manager responsible for ensuring an excellent patient journey, ensuring safety and compliance, patient care, Staff Well Being, Budget, KPI and Cost Control | |

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| **STAFF DETAILS** | | |
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| Name | Position | Relevant qualifications / experience |
| Dr Tiago Caldas | Dentist | LMD 1998 PhD |
| Dr Simon Hegarty | Dentist | BDS (Wales ) 2003 |
| Dr Jeeva Roy | Dentist | BDS Cardiff 2017 |
| Dr Vinay Bohra | Dentist | BDS Cardiff 2000, DipImpDent RCS England |
| Katie Fuller | Dental Hygienist | Cardiff 2013 |
| Jessica Hilley | Dental Hygienist | Cardiff 2021 |
| Sophie Harding | Practice Manager |  |
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| **SERVICES / TREATMENTS / FACILITIES** | | |
| * Orthodontic Treatment * Private treatment all other * Children and Adults seen at this location * Treatment of all dental disease including caries, periodontal disease, tooth surface loss, malocclusion , soft tissue disease such as apthous ulcers. * Disorders relating to tooth loss and masticatory efficiency, TMJ dysfunction. * Treatment of injuries to teeth and soft tissues. * Hygienist services * Root canal treatment * Implants   Restorative treatments (fillings,crowns,bridges,dentures)   * Tooth extraction * Private treatment all other   Children and Adults seen at this location   * Diagnosis and monitoring of dental disease including caries and periodontal disease * Using any appropriate additional tests including radiographs and recording and explaining findings to patient * Soft tissue screening and referral as appropriate | | |

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| **PATIENTS VIEWS** |
| 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. |

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| **ARRANGEMENTS FOR VISITING / OPENING HOURS** |
| Monday: 8.00-19.00  Tuesday: 8.00-17.30  Wednesday:8.00-17.30  Thursday: 8.00-17.00  Friday: 8.00-15.30  Answerphone on out of hours with NHS emergency number on. Private patients information on there too. NHS and practice phone number displayed outside of practice. |

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| **ARRANGEMENTS FOR DEALING WITH COMPLAINTS** |
| 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.  Contact details for HIW –   * Email [hiw@gov.wales](mailto:hiw@gov.wales) * Telephone 0300 062 8163 |

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| **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 for dependents, age, trade union or political affiliation or religion or belief. |

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| **Date Statement of Purpose written** | 08/06/2023 |
| **Author** | Sophie Harding |

**STATEMENT OF PURPOSE REVIEWS**

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

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