

STATEMENT OF PURPOSE

Name of establishment or agency	Bupa Dental Care Neath
Address and postcode	23 Victoria Gardens Neath SA11 3AY
Telephone number	01639 644460
Email address	Neath@bupadentalcare.co.uk
Fax number	

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 wellbeing by encouraging our patients to take responsibility for their own oral health.

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 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).

REGISTERED MANAGER DETAILS

Name	Quaid Bancroft
Address and postcode	23 Victoria Gardens Neath SA11 3AY
Telephone number	01639 644460
Email address	Quaid-ann.bancroft@bupadentalcare.co.uk
Fax number	
Relevant qualifications	NEBDN level 3, extended duties. 15 years GDC registered.
Relevant experience	PCO and lead nurse experience, 15 years GDC registered, HMP dental service.

STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Quaid Bancroft	Practice Manager	NEBDN level 3, extended duties. 15 years GDC registered, PCO and lead nurse experience, HMP dental service
Kirsty Darby	Practice Co Ordinator	
Charlotte Ruiz	Lead Nurse	Diploma in dental nursing level 3 city and guilds 2022
Mariam Dacosta	Qualified dental Nurse	Diploma in dental Nurse level 3 QCF city and guilds 2020
Sarah Chess	Qualified dental Nurse	Diploma in dental Nurse level 3 QCF city and guilds 2023
Aziz Aziz	GDP	BDS (Hon), MSc Prosthodontics, MJDF RCS (Eng), MFDS RCPS (Glasg), MFDS RCSEd, Ph.D., PGCertMedEd, FHEA
Jameson Mwape	Hygienist	CEB Dip Dent Hygiene 1992 LHMC Dip Dental Therapy 1992 BDS MJDF RCS(Eng) MSc Dental
Aneel Jabbar	Implantologist	
Mark Truman	GDP special interest in Orthodontist and endodontist	BDS Wales 2008 BDS, BSC, MFDS, PGDip (Endo) PgCert (Ortho)
Laura Frost	GDP	
Ewelina Kossuth	GDP	
Antroula Agkastinioti	GDP	
Najiyah Islam	GDP	Bachelor of Dental Surgery 2020

SERVICES / TREATMENTS / FACILITIES

- Children and adults seen at this location
- Treatment of all dental diseases including caries, periodontal diseases, tooth surface loss, malocclusion, soft tissue diseases such as aphthous ulcers.
- Disorders relation 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 extractions
- Specialist orthodontic treatment
- Private treatment all other
- Using any appropriate additional tests including radiographs and recording and explaining findings to patients
- Soft tissues screening and referrals as appropriate

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.

ARRANGEMENTS FOR VISITING / OPENING HOURS

Monday: 8.30-5.30
Tuesday: 8.30-7.30
Wednesday: 8.30-5.30
Thursday: 8.30-5.30
Friday: 8.30-5.30
Saturday: 9.00-2.00 alternating

Emergency calls are taken from 8.30am every morning to book in the required appointment. The answerphone is on for out of hours with NHS emergency number available. Private patients' information is on there also. NHS and practice phone numbers are displayed outside of practice.

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. Alternatively, complaints can be made with the HIW
Via phone on: 0300 062 8163 or Email: hiw@wales.gsi.gov.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 for dependents, age, trade union or political affiliation or religion or belief.

Date Statement of Purpose written	02/10/23
Author	Quaid Bancroft

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	12/06/2024
Reviewed by	Quaid Ann Bancroft
Date HIW notified of changes	

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Reviewed by	
Date HIW notified of changes	

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Reviewed by	
Date HIW notified of changes	