



STATEMENT OF PURPOSE

Name of establishment or agency	The Grove Dental Practice
Address and postcode	3 Ashgrove Terrace, Nelson CF46 6LR
Telephone number	01443 451851
Email address	Grovedentalpracticenelson@gmail.com
Fax number	NA

Aims and objectives of the establishment or agency

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.

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 for complex surgical, post-procedure, following clinical protocol to ensure full recovery and minimise risks.

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	Clare O'Shea/James O'Shea
Address and postcode	3 Ashgrove Terrace Nelson CF46 6LR
Telephone number	01443 451851
Email address	grovedentalpracticenelson@gmail.com
Fax number	NA
Relevant qualifications	
BDS	
Relevant experience	
VDP	
12 years associate	
12 years practice principal	
Roles and responsibilities within the organisation	
Lead compliance officer	
Lead radiation protection officer	
Dental clinician	
Employer	
Fixtures and fittings building maintenance	

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Clare O'Shea
Address and postcode	3 Ashgrove Terrace Nelson CF46 6LR
Telephone number	01443 451851
Email address	grovedentalpracticenelson@gmail.com
	NA
Relevant qualifications	
BDS	
Relevant experience	
VDP	
12 years associate	
12 years practice principal	
Roles and responsibilities within the organisation	
Lead compliance officer	
Lead radiation protection officer	
Dental clinician	
Employer	
Fixtures and fittings building maintenance	

STAFF DETAILS

Please provide the following details for all dentists and DCPs at the practice

Name	Position	Relevant qualifications / experience
Clare O'Shea	Practice Principal	BDS Wales
James O'Shea	Practice principal	BDS UWCM 2000
Harjot Kaur Rai	Associate	BDS Birmingham 2016
Sharon Clarke	Practice Coordinator	GDC Registered 153414
Rachel Thomas	Practice Coordinator	GDC Registered 153417
Lisa Rosser	Head Dental Nurse	GDC Registered 153407
Sophie Clarke	Dental Nurse	GDC Registered 324124
Charlotte Rees	Dental Nurse	GDC Registered 104859
Nicole Griffiths	Head Dental Nurse	GDC Registered 259769
Leah Fry	Trainee Dental Nurse	
Lyndsay Thomas	Dental Nurse	GDC Registered 190200
Kylie Hardwicke	Receptionist	N/A
Natalie Clarke	Dental Nurse	T/B/C



ORGANISATIONAL STRUCTURE

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

Clare and James O'Shea are the practice principals, and all staff members report to them.

SERVICES / TREATMENTS / FACILITIES

Please detail each treatment you intend providing with the age range and any specialist equipment used

Treatment	Specialist equipment	Age range
Dental examination /consultation/diagnostic procedures	None	All
Dental radiographs	Ionising radiation/ Durr Vista Scan image processor	All
Amalgam restorations	Amalgamator/amalgam separator	Only Over 16 & No pregnant ladies
Composite restorations	UV light	All
Crowns and bridges	None	All
Dental prostheses	None	All
Short term orthodontics: 6 Month Smiles and Inman Aligner	UV light	over 18 only
Whitening	None	Over 18 only
Extractions/Surgical	None	All
Root canal treatment	Rotary canal shaping system	All
Periodontal treatment	Ultrasonic scaler	All
Emergency treatment	Potentially any of the above	All
Fluoride varnish	None	All
Fissure sealants	None	All
Specialist referral	None	All
Prescription	None	All



PATIENTS VIEWS

How do you seek patient's views on the services / treatments you provide?

- we actively encourage feedback by using in-practice patient questionnaires and suggestion boxes.
- we periodically use electronic surveys following appointments to gather patient opinion and suggestions
- patients leave us feedback via the rating facility on our Facebook profile

ARRANGEMENTS FOR VISITING / OPENING HOURS

What are the opening hours of the establishment?

What are the arrangements for patients who require urgent care or treatment out of hours?

If you provide in patient care what are the arrangements for contact between patients and their relatives i.e. visiting times

Monday 9am – 1pm, 2pm – 5pm

Tuesday 9am – 1pm, 2pm – 5pm

Wednesday 8am – 3pm



Thursday - 9am – 1pm, 2pm – 5pm
Friday 9am – 1pm, 2pm – 5pm

Emergency appointments available within 24 working hours, otherwise
Aneurin Bevan University Health Board Dental Helpline for out of hours
emergencies

In patient care not provided

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)*

the following complaints procedure is in operation:

Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. If you do not feel you can raise a complaint your NHS service directly with us, you can address your complaint directly to Aneurin Bevan Health Board:

Judith Paget, Aneurin Bevan Health Board, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP8 3XQ
James O'Shea is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 2 working days and will aim to provide a full response in writing within 10 working days.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when they are next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress on the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

Contacts

For private dental treatment, you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 0208 253 0800 or visiting www.dentalcomplaints.org.uk, or Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ. Email: hiw@wales.gsi.gov.uk Tel 0300 0628163

If you feel that the practice isn't meeting its duties regarding the Welsh language you can raise your concern with the Welsh Language Commissioner by calling 0845 6033 221 or visiting www.comisiynydddygyymraeg.cymru.



If you would like support or advice regarding your NHS complaint you can contact the local Community Health Council by calling 01633 838516. If you are still unhappy about your NHS complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting www.ombudsman-wales.org.uk. You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales by calling 0300 0628163.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org, contact them on information@gdc-uk.org or by calling 02071676000.

PRIVACY AND DIGNITY

How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of

- age
- disability
- gender re-assignment
- marriage and civil partnerships
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This practice recognises and conforms to the principles of the European Convention on Human Rights, particularly Article 14, and the Human Rights Act 1998 by creating an environment where all our patients and staff are treated with dignity and respect. This policy sets down our approach to equality, discrimination, diversity and human rights as it applies to all our patients and staff, covering age, disability, gender and gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, and sexual orientation.

Our detailed policy on equality, diversity and human rights is included in our practice handbook and reviewed annually and updated if necessary. All staff are required to read and sign the reviewed handbook on an annual basis. This information is clear and concise and conforms to the principles of the European Convention on Human Rights, and the Human Rights Act 1998.

- Ground floor fully equipped for disabled access, however toilets on first floor, therefore unsuitable for less mobile patients
- All staff have undertaken dementia awareness training



- Promoting equality and patient dignity is discussed at practice meetings
- The practice has a data protection and record keeping policy to ensure security, confidentiality and proper use of data in line with the Data Protection Act
- All staff members have signed confidentiality clause in relation to their duties

Date Statement of Purpose written	17/10/2017
Author	Louise Liston



STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	04/11/2020
Reviewed by	Vikki Edwards
Date HIW notified of changes	

Date Statement of Purpose reviewed	April 2024
Reviewed by	Sharon Clarke
Date HIW notified of changes	Removal of Vikki for end of March 2024

Date Statement of Purpose reviewed	April 2024
Reviewed by	Sharon Clarke
Date HIW notified of changes	Change of nurses

Date Statement of Purpose reviewed	August 2024
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Reviewed by	Sharon Clarke
Date HIW notified of changes	August 2024 Removal of Mari for end of August
Date statemen of purpose reviewed by Sharon Clarke	May 2025

ORGANISATIONAL