

Statement of Purpose

In accordance with the Requirements of
The Private Dentistry (Wales) Regulation 2017

For Registration with Health Inspectorate Wales



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Registered Manager: [Dr Imran Nathoo](#)

Aims and Objectives

Bay House Dental Practice consists of dedicated and professional team of highly trained and professional staff whose ambitions are to exceed client expectations and meet the needs of our practice and business.

The Practice has exceptionally high values regarding patient care and will continue to strive to achieve this goal and provide patient satisfaction. Bay House Dental Practice aims to provide excellent oral health treatments in line with local and national guidelines to children and adults of all needs by offering outstanding NHS and Private services. We understand the importance of having an in depth understanding and knowledge of patients' needs and the benefits their views can have on our services. We regularly carry out patient satisfaction surveys and have implemented a 'suggestion box' to ensure we are responsive to our patient's needs.

Bay House Dental Practice staff consists of; General Dental Practitioners (GDP) and Dental Care Professionals (DCP) who form part of a very diverse work force and we have a successful track record in recruiting and retaining both GDP's and DCP's. All team members are adequately trained, updated, appraised annually and keep an up to date record of their Continuing Professional Development (CPD) in line with the current General Dental Council (GDC) guidelines; newly recruited staff are given intense training in use of our systems and the importance of this.

All our employees have knowledge of national guidelines and are able to provide a service based on these, they include: Standards for Better Health, Delivering Better Oral Health, Smoke Free and Smiling to mention a few.

Our Aims:

We aim to provide dental care and treatment of consistently high quality for all patients and only to provide services that meet patients' needs and wishes and free from discrimination. We aim to make our care and treatment as comfortable and convenient as possible and provide evidence based proven clinical treatment. In addition we aim:

- To understand and exceed the expectations of our clients
- To both motivate and invest in our team and acknowledge their value
- To encourage all team members to participate in achieving our aims and objectives
- To clearly set and monitor targets in all areas
- To invest in property, equipment and technology and to innovate processes based on a measured business case

Our Objectives:

The objectives of the practice are to deliver a service of high standard in line with professional standards:

- To provide patient centred dental care of a consistent high quality, taking into account patients individual needs free from discrimination.
- To regularly review Practice working methods and encourage suggestions for improving patient care

- To keep up to date with current guidance on all aspects of general dentistry
- To provide continuous improvement of our services through patient views and experiences
- To be accountable for individual and team performance
- To support each other in achieving patient expectations
- To maintain the highest professional and ethical standards
- To rapidly respond to the needs of our team and our patients
- To encourage innovation, ambition, enterprise and continuous improvement
- To ensure staff are trained and competent through investment and personal development.

This will be achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

Our patients are treated with honesty and integrity, in complete confidence and the utmost discretion, in comfortable surroundings, at a reasonable cost.

The practice complies with the requirements of the Advertising Standards Authority and ensures that any advertisements reflect the true nature of services offered.

The Practice offers Dental Care to all patients without discrimination helping all to improve their oral health and general health and wellbeing. All treatment and services provided to the public by our Dental Practice adhere to the Data Protection act 1998, the Safe Guarding of Children and Vulnerable Adults Guidelines.

Services Provided

The regulated activities provided include:

- Treatment of disease, disorder or injury

The Practice offers routine examinations in line with NICE guidance on recalls to help maintain oral health and provide preventative dental care. As well as treating dental diseases where appropriate we are able to offer walk in appointments for patients who have suffered injury or trauma. We may provide a domiciliary service 5 days a week for housebound patients.

- Surgical procedures

We are able to offer appointments to service users and those who have been referred to our Practice who require surgical procedures which includes the removal of wisdom teeth or severely fractured teeth.

- Diagnostic and screening procedures

Our digital radiographic equipment means all of our radiographs are easily accessible and provide excellent images for diagnostic purposes and routine checks with almost no waiting time for development. Two treatment rooms are equipped with their own x-ray machines. As well as a standalone orthopantomogram machine in its own dedicated room.

- Orthodontic and Implant Referral Services

We also operate an orthodontic and implant referral system for persons requiring orthodontic or implant treatments.

This practice offers dental services to all its patients that consist of:

- *Preventive dental advice and treatment of dental disease*
- *Routine and restorative dental care*
- *Root canal treatment*
- *Periodontal treatment*
- *Dental hygiene*
- *Surgical and non-surgical extractions*
- *Tooth whitening*
- *Crown and bridgework*
- *Single appointment Cerec restorations including crowns and veneers and multiples and bridges*
- *Removable oral prosthetics*
- *Dental implants*
- *Cosmetic Restorative dentistry*
- *Orthodontic treatments*
- *Cosmetic Treatment (botox and dermal fillers)*

Names, addresses and contact details of the service provider and the registered manager

Service Provider

Bay House Dental Practice Ltd.

Clinical Dental Director

Dr Imran Nathoo

Registered Manager

Dr Imran Nathoo

Registered address

Bay House Dental Practice Ltd, 59 Cathedral Road, Cardiff CF11 9HE

Staff within the practice:

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| • <i>Dr Imran Nathoo, BDS</i> | <i>Principal Dentist</i> |
| • <i>Dr Andrew Nourish, BDS</i> | <i>Associate Dentist</i> |
| • <i>Dr Andrew Webber BDS MCGDent Dip.MFGDP (UK)</i> | <i>Associate Dentist</i> |
| • <i>Mrs Michelle Kelland-Jones</i> | <i>Hygienist</i> |
| • <i>Miss Beverley Johns</i> | <i>Dental Nurse</i> |
| • <i>Miss Kate Gregory</i> | <i>Dental Nurse</i> |
| • <i>Miss Nicole Geysler</i> | <i>Dental Nurse</i> |
| • <i>Miss Ella Morgan</i> | <i>Trainee Dental Nurse</i> |
| • <i>Mrs Sian Dugdale</i> | <i>Receptionist</i> |
| • <i>Miss Michelle Morris</i> | <i>Receptionist</i> |
| • <i>Mrs Amber Nathoo</i> | <i>Administrator</i> |

Facilities within the Premises

- *Bay House Dental Practice is well located on a main bus route with a bike rack and car park to the rear.*
- *Our reception area provides a comfortable waiting space*
- *Three well maintained and equipped surgeries*
- *We have a purpose-built decontamination facility and are aiming at the Best Practice standards of infection control*
- *There are downstairs surgeries to provide easy access for wheelchair users, people with mobility issues or people with prams or pushchairs. This also includes accessible restrooms on the ground floor.*
- *We use a dedicated OPT machine housed in its own room*
- *We employ digital imaging for instant radiography at the lowest dosage*
- *We offer specialist services for orthodontics, conscious sedation and implant surgery with appropriate equipment.*
- *We have specialist equipment to provide one visit ceramic crowns, bridges and veneers*

Practice Opening Times

Monday to Friday 8.30am- 5.00pm

Friday 8.30am- 1.00pm

Emergency numbers

During opening Hours- 029 2023 1258

Out of Hours- 0300 1020 247

In case of an emergency, patients are to call the practice number and we will always endeavour to see patients on the same day depending on the severity of the emergency and clinical time available.

Making an appointment – All patients are seen on an appointment basis made via reception either over the phone or email.

Cancellation Policy - At least 48 hours notice is required of a cancellation otherwise a charge maybe made (private patients only), which will be based on the circumstances of the patient and at the practice's discretion

Smoking Policy - In order to provide a safe and smoke free environment for staff and patients, the establishment is a no smoking area.

Methods of Payment/Credit - All major credit/debit cards are accepted including Apple or Google pay.

Mobile Phones - Patients are requested not to use mobile phones within the surgery

Car Parking - There are parking facilities at the rear of the practice.

Client Centred Care - We care about providing the right treatment for patients, so treatments and procedures are only carried out after fully discussing the pros and cons including costs with the patient with written consent.

Consultations - All consultations are carried out in person with patients, by qualified personnel in the privacy of the treatment room or via phone according to the patients' preference. Records of all consultation and treatments are kept in the patients' notes. At the initial consultation, a medical history will be taken and an outline of the problem the patient presents with. They will be given information on any planned procedure and all alternatives will be discussed, and consent obtained prior to commencement.

Patient/Client Records - The details of patients are taken at the initial consultation that forms part of the patient records. We use an electronic notes software for paper free record keeping

Information Provided to the Patients - This practice ensures that information provided to patients and prospective patients and their families or carers is accurate and that any claims made

in respect of services are justified. This is in the form of a Patient Information and treatment leaflet.

Treatment of Children – We do provide treatment for children. We will expect minors to be accompanied to the practice by their parents or carers.

Consent - The practice operates a consent policy that will be issued at the first consultation for the patient to read prior to proceeding with any treatment.

Patients have the right to make their own decisions regarding treatment and care. Prior to the commencement of treatment, patients will be required to sign a form of consent.

Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding the treatment. Those not competent to do so must be accompanied by a parent or guardian who will sign the consent form on their behalf if they cannot.

Patient Surveys -The practice will obtain the views of its patients at least once during their course of treatment and use these to inform the provision of treatment and care of prospective patients.

This information is collated through written anonymous information sheets placed in the waiting room that patients may fill in during or after their treatments. Patients may leave personal information on these sheets should they wish any feedback. Patients are encouraged to email comments to reduce on paper use or directed to an online survey which can be made anonymous.

Patients may also leave feedback through our website at 'Google Reviews' and our website at bayhousedentalpractice.co.uk

Patients are notified as to the availability of the survey within the practice's Patient Information Leaflet. The Patient Information Leaflet itself is always readily available to patients and copies are available in the waiting room and reception.

It is the policy of this practice also to carry out annual random patient surveys to seek the views of our patients as to the quality of the treatment and care provided by our personnel.

This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available on request for patients and their families.

Patients views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings.

Privacy and dignity of patients - The privacy and dignity of patients are respected at all times. This practice has a policy of patient confidentiality and all information and records are kept safe and confidential. There are facilities for patients to have private conversations with the clinical and reception staff.

Violence or abuse- The practice will not tolerate any violence or abuse of our staff and likewise to our patients. Any patients who are violent or abusive will be asked to leave the building and may not be offered any further treatment access. In severe cases we may call the police and report such action and will proceed with further action.

Checklist for Consultation – We will explain the procedure to the patient and give them an opportunity to ask questions. We will explain what we are doing at each stage of the procedure.

If a chaperone has been present, we will record the identity of the chaperone in the notes and any other relevant issues or concerns immediately following the consultation.

Complaints Procedure - This practice operates a complaints procedure that complies with the national guidelines.

Patients are asked that in the event of any complaint, to speak directly or write to *Mrs Sian Dugdale (Receptionist)*. A copy of the complaints process is held in the waiting room.

What we shall do - Our complaints procedure are designed to make sure that we address any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have responded to the complaint within 14 working days of the date it was raised. We shall then be in a position to offer an explanation or a meeting as appropriate. If there are any delays in the process we will keep the complainant informed.

When we look into a complaint, we shall aim to:

- find out what happened, when and who was involved
- make it possible for the complainant to discuss the problem freely to the appropriate persons
- Identify what we can do to make sure the problem is resolved and does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Complaining on behalf of someone else - The rules of patient confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable of providing this to allow the complaint to be investigated. If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write to:

**The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA.
Telephone: 08456 120 540 for Private Complaints**

General Dental Council, 37 Wimpole St., London, W1G 8GQ, Tel. 020 7167 6000

**The Public Services Ombudsman For Wales 1 Ffordd yr Hen Gae Pencoed, CF35 5LJ. Telephone:
01656 641 150, Fax:01656 641 199 Email: ask@ombudsman-wales.org.uk for NHS Complaints**

Chief Executive, Cardiff and Vale University Health Board, University Hospital Wales, Heath Park, Cardiff CF14 4XW, email:- concerns@wales.nhs.uk

Healthcare Inspectorate Wales Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ. Email hiw@gov.wales; Telephone 0300 062 8163

Help us to get it right - We constantly try to improve the service we offer, so we will encourage patients to let us know when we have done something well or if there are any suggestions as to how we can do something better.

Signed: *Imran Nathoo* (signed electronically) Date 19/03/2024

Dr Imran Nathoo BDS Practice Principle

Version	3
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