

### STATEMENT OF PURPOSE

|                                 |  |
|---------------------------------|--|
| Name of establishment or agency | Castle Street Dental Practice                                |
| Address and postcode            | 23-25 Castle Street<br>Tredegar<br>Blaenau Gwent<br>NP22 3DG |
| Telephone number                | 01495 723021   |
| Email address                   | ali.jahanfar@btinternet.com                                  |
| Fax number                      | N/A  |

### Aims and objectives of the establishment or agency

- Promote good oral health to all patients
- Provide high quality and safe dental care
- Provide preventive advice
- Understand and meet the needs of our patients, and involve them in decisions about their care and encourage them to participate fully
- Involve other professionals in the care of our patients
- Participate in local initiatives to promote the benefits of general and oral health to the wider population
- Ensure that all members of the team have the right skills and training
- The practice feedback from patients is also regularly monitored to ensure the best patient care.

### REGISTERED MANAGER DETAILS

|                         |  |
|-------------------------|--|
| Name                    | Ali Jahanfar   |
| Address and postcode    | Castle Street Dental Practice<br>24/25 Castle Street<br>Tredegar<br>NP22 3DG   |
| Telephone number        | 01495 723021   |
| Email address           | ali.jahanfar@btinternet.com  |
| Fax number              | N/A  |
| Relevant qualifications | <ul style="list-style-type: none"> <li>● Tandlakare Gothenburg 1996</li> </ul>   |
| Relevant experience     | I have run and managed the day-to-day business of a busy dental surgery since December 2009 and all that entails – staff and financial |

management ensuring patient safety by providing a highly skilled workforce.

I regularly attend training courses to keep my knowledge up to date on health and safety, infection control, quality assurance and other aspects of practice management and clinical governance.

### RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

|  |  |
|--|--|
| Name   | Regina Appah & Ali Jahanfar (partnership)  |
| Address and postcode                               | Castle Street Dental Practice<br>24/25 Castle Street<br>Tredegar<br>NP22 3DG   |
| Telephone number                                   | 01495723021  |
| Email address                                      | ali.jahanfar@btinternet.com  |
| Fax number   | N/A  |
| Relevant qualifications                            | <ul style="list-style-type: none"> <li>• BDS WALES 2000</li> </ul>   |
| Roles and responsibilities within the organisation | <ul style="list-style-type: none"> <li>- Staff management</li> <li>- Health and safety implemented and monitored in the workplace</li> <li>- Staff training</li> <li>- Clinical governance</li> <li>- Ensure policies and procedures are implemented</li> <li>- Provide safe and quality care to our patients</li> </ul> |

### STAFF DETAILS

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

| Name           | Position                      | Relevant qualifications/<br>experience  |
|----------------|-------------------------------|---|
| Clare Jones    | Dental nurse and Receptionist | Verified experience in Dental Nursing<br>GDC Number: 165780                           |
| Joline Herbert | Receptionist                  | Many years' experiences in administration   |
| Rhian Lloyd    | Head Dental Nurse             | Diploma in Dental Nursing level III<br>QCF City and Guilds 2020<br>GDC Number: 289661 |
| Jessica Taylor | Trainee Dental Nurse          | Enrolled on dental nurse training programme.  |
| Lara Klimowich | Trainee Dental Nurse          | Enrolled on dental nurse training programme.  |

## Castle Street Dental Practice

|                    |                                       |   |
|--------------------|---------------------------------------|---|
| Amanda Lewis       | Dental nurse                          | Diploma in dental Nursing level III<br>QCS City and Guilds 2017 GDC<br>Number: 276589 |
| Linda Williams     | Dental Nurse                          | Verified experience in Dental Nursing<br>GDC 162825                                   |
| Angharad Hunt      | Dentist                               | BDS Wales 2016<br>GDC Number: 265183  |
| Ali Jahanfar       | Dentist                               | Tandlakare Gothenburg 1996<br>GDC Number: 72731                                       |
| Regina Appah       | Dentist                               | BDS Wales 2000<br>GDC Number: 77557   |
| David Phillips     | Dentist                               | BDS Wales 1986<br>GDC Number: 61459   |
| Sioned James       | Dentist                               | BDS Cardiff 2015<br>GDC Number: 252555  |
| Emily Heggie       | Hygienist                             | Diploma in Dental Hygiene Cardiff<br>University 2022<br>GDC 267772                    |
| Kathryn Reynolds   | Therapist                             | Dip Dent Therapy 1998<br>CEB Dip Dent Hygiene 2000<br>GDC 11164                       |
| Swati Satish Rohra | Hygienist                             | Registered under s36C of Dentist Act<br>1984 2020<br>GDC 261679                       |
| Ruth Cusack        | Assistant Manageress and Receptionist | Experienced dental receptionist over 25 years.  |



### SERVICES / TREATMENTS / FACILITIES

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

We provide general dental services to the whole population. This includes the diagnoses and treatment of dental disease including caries and periodontal disease. We take radiographs as an aid to diagnosis and undertake dental extractions as necessary. We treat dental trauma and undertake oral cancer screening and preventive treatment. Our range of treatments include:

1. Fillings
2. Periodontal treatment
3. Crowns and bridges
4. Extractions
5. Various types of dentures
6. Fluoride varnish application as prevention
7. Root canal treatment

## PATIENTS VIEWS

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

Patient questionnaires and suggestion box are used to monitor patients views regarding our service.

The patients can also use the website to email the practice.

This helps us to understand better what our patients expect from us and how we can improve and provide a high standard of service.

## 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    | 8:30am – 5:00pm |
| Tuesday   | 8:30am – 5:00pm |
| Wednesday | 8:30am – 5:00pm |
| Thursday  | 8:30am - 5.00pm |
| Friday    | 8:30am – 4:30pm |

For severe emergencies outside of practice opening hours, after 18.30 hours weekdays and weekends between 8.00 am and 10.00 pm, please ring 01633 744387.

## 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 complaints procedure is

- Simple and well publicised, available on our website: [www.castlestreetdentalpractice.com](http://www.castlestreetdentalpractice.com) and displayed in our waiting rooms
- There are designated complaints managers – Practice owners, Mr Ali Jahanfar and Ms Regina Appah
- Requires that complaints are acknowledged promptly and in writing
- Indicates the timescales for investigating and responding to the complaint

- Requires that the complaint is dealt with confidentially
- Makes it clear that complaints are monitored closely as part of a commitment to improve practice standards

The complaints manager will

- Will write to the patient to acknowledge the complaint
- Investigate the circumstances surrounding the complaint
- Seek the views of the relevant team members
- Examine the patient's clinical records
- Contact defence society for advice
- Respond to the complaint in writing

If the patient is not satisfied with the outcome of the investigation, the patient can contact the following external organisations for advice.

- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ  
Telephone: 0300 790 0203  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Parc, Merthyr Tydfil CF48 1UZ  
Telephone: 0300 062 8163  
[www.hiw.org.uk](http://www.hiw.org.uk)
- The General Dental Council, 37 Wimpole Street, London W1M 8DQ  
The General Dental Council is responsible for regulating all dental professionals.  
Telephone: 020 7167 6000  
[www.gdc-uk.org](http://www.gdc-uk.org)
- The Dental Complaints Service, 37 Wimpole Street, London W1M 8DQ  
Telephone: 020 8253 0800  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

This service is for complaints about PRIVATE treatment only.

## 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*

Our practice is committed to providing services to all patients and as such there are two ground floor surgeries with wheelchair access as well as disabled washroom facilities and a hearing loop.

Information is available for patients at the practice and to date this has met the needs of our patients. We avoid the use of dental jargon so that patients can make informed decisions.

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| <b>Date Statement of Purpose written</b> | 05/11/2021                  |
| <b>Author</b>                            | Ali Jahanfar & Regina Appah |

### STATEMENT OF PURPOSE REVIEWS

|                                    |             |
|------------------------------------|-------------|
| Date Statement of Purpose reviewed | 27/03/2023  |
| Reviewed by                        | Ruth Cusack |
| Date HIW notified of changes       |             |

|                                    |              |
|------------------------------------|--------------|
| Date Statement of Purpose reviewed | 14/08/2023   |
| Reviewed by                        | Ali Jahanfar |
| Date HIW notified of changes       |              |

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Castle Street Dental Practice

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