

## STATEMENT OF PURPOSE

Name of establishment or agency	NJS Dental
Address and postcode	79 Water Street Carmarthen SA31 1PZ
Telephone number	01267 233100
Email address	<a href="mailto:info@njsdental.co.uk">info@njsdental.co.uk</a> <a href="mailto:nick.sheehan@njsdental.co.uk">nick.sheehan@njsdental.co.uk</a>

### Aims and objectives of the establishment or agency

1. Promote and provide good oral health to every patient
2. Provide high quality dental care in a clean, comfortable, and safe environment
3. Understand the wishes and needs of our patients and ensuring their input in decisions about their care
4. Where necessary involve other professionals in the care of our patients where this is in their best interests
5. Ensure that all our team has the correct training and skills to complete their duties effectively, safely and confidently
6. Ensure that our team keeps abreast of advances in modern dentistry
7. Allow patients to provide feedback on their care whether good or bad; to allow us to understand how successful we are at meeting our aims and objectives and to improve the services we provide if necessary.



<b>REGISTERED MANAGER DETAILS</b>	
Name	Dr Nicholas Sheehan
Address and postcode	79 Water Street Carmarthen SA31 1PZ
Telephone number	01267 233100
Email address	nick.sheehan@njsdental.co.uk
Relevant qualifications	BDS LONDON 2010
Relevant experience	<p>London BDS September 2005 – 2010 Associate Dentist with Dr Tim Lewis Practice August 2010 – July 2015 Principal Dentist /Proprietor July 2015 - Present</p>

**RESPONSIBLE INDIVIDUAL DETAILS**

Name	Dr Nicholas Sheehan
Address and postcode	79 Water Street Carmarthen SA31 1PZ
Telephone number	01267 233100
Email address	nick.sheehan@njsdental.co.uk
Relevant qualifications	BDS LONDON 2010
Relevant experience	London BDS September 2005 – 2010 Associate Dentist with Dr Tim Lewis' Practice August 2010 – July 2015 Principal Dentist /Proprietor July 2015 - Present
Roles and responsibilities within the organisation	Principal Dentist /Proprietor of NJS Dental

**STAFF DETAILS**

Name	Position	Relevant qualifications / experience
Dr Nicholas Sheehan	Principal Dentist/ Proprietor	London BDS 2010
Dr Adam Thomas	Associate Dentist	BDS Liverpool 2014



Laura Evans	Hygienist	Diploma in Dental Hygiene 2017 Cardiff
Pauline Jones	Practice Manager	Diploma in Dental Nursing Level 3 2013
Lauren Goodier	Receptionist / Dental Nurse	NVQ level 3 Oral health Care & Indp 2010
Charlotte Barnard	Dental Nurse	Diploma in Dental Nursing Level 3 2016
Amy Davies	Dental Nurse	Diploma in Dental Nursing Level 3 2018
Catrin Evans	Trainee Dental Nurse	Aspiration January 2019

## ORGANISATIONAL STRUCTURE

Dr Nicholas Sheehan  
Principal Dentist

Dr Adam Thomas  
Associate Dentist

Laura Evans  
Hygienist

Pauline Jones  
Practice Manager

Lauren Goodier  
Receptionist/ Dental Nurse

Charlotte Barnard  
Dental Nurse

Amy Davies  
Dental Nurse

Catrin Evans  
Trainee Dental Nurse

## SERVICES / TREATMENTS / FACILITIES

Private Dental treatment (All age ranges) and Denplan payment plan.

Our 2 dentists and 1 hygienist are supported by a team of nurses led by our Practice Manager, Pauline Jones. Administrative support is provided by our receptionist and practice manager. Should any patients require any treatment that requires specialist input or treatment that we cannot offer we can, with the patient's consent, refer these patients to other clinicians. All general dental services are provided as well as tooth whitening, and cosmetic orthodontic treatment (Invisalign).

There are 3 dental surgeries each equipped with a dental chair which is equipped with air turbine and contra angle handpieces, ultrasonic scalers and 3 in 1 air/water syringe, as well as narrow and large bore aspiration. Each surgery is also equipped with intra oral X ray units, and radiographs are developed digitally. In line with IRMER the following can operate the X ray units: Dr Nicholas Sheehan and Dr Adam Thomas. The following can operate the X ray units under supervision: Pauline Jones, Lauren Goodier, Charlotte Barnard and Amy Davies.

There is a dedicated decontamination room to allow reusable instruments to be reprocessed. Instruments are manually cleaned in conjunction with an ultrasonic bath prior to being sterilised in one of two autoclaves, following guidelines issued in WHTM 01-05. There is also an automatic handpiece oiler to maintain and aid in decontamination of the dental handpieces. There are a sufficient number of reusable instruments available to allow the smooth running of our services considering the period necessary to decontaminate these instruments after use. All surgeries are on the ground floor.

## PATIENTS VIEWS

Patients are welcome to provide their views on the services and treatments that we provide by either of the following:

- Verbally to any staff member in writing (Letter/e-mail/text message)
- By completing a patient questionnaire Via our suggestions box

Please mark any views made in writing to Dr Nick Sheehan.

Any view made verbally will be relayed to Dr Nick Sheehan.



## ARRANGEMENTS FOR VISITING / OPENING HOURS

### Opening Hours:

Monday: 8:20 - 5:00  
Tuesday: 8:20 - 5:00  
Wednesday 8:20 - 5:00  
Thursday: 8:20 - 5:00  
Friday: 8:20 - 4:00

Patients who require urgent care should telephone the surgery for advice as soon as possible, and if necessary an urgent appointment will be arranged. Patients suffering a dental emergency are asked not to turn up at the surgery without telephoning first as they may not be able to be seen at that moment in time. We will endeavour to see patients experiencing a dental emergency on the same day, but within 24 hours at most.

Outside of our opening hours there will be an answerphone message to inform patients who to contact should they experience.

On weeknights (Monday to Thursday), this will be one of the surgery's dentists, on weekends (Friday evening, Saturday and Sunday) and bank holidays this will be a dentist on the local on call rota.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

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 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 of 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 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

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 <http://www.comisiynyddygyymraeg.cymru>. If you are still unhappy about your complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting [www.ombudsman-wales.org.uk](http://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 062 8163. The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at [www.gdc-uk.org](http://www.gdc-uk.org) contact them on [information@gdc-org.uk](mailto:information@gdc-org.uk) or by calling 020 7167 6000.

## PRIVACY AND DIGNITY

At NJS Dental Surgery, we are committed to affording our patients the same privacy, dignity, respect and compassion that we would want for ourselves, our family and friends. Our vision is for NJS Dental Surgery to be a successful, caring and welcoming place for patients to receive their dental care and advice. We want to create a supportive and inclusive environment where our staff can reach their full potential and care is provided in partnership with patients, without prejudice or discrimination. We are committed to a culture where respect and understanding is fostered, and the diversity of people's backgrounds and circumstances is positively valued. This policy helps us to achieve this vision. The non-discrimination rights of our patients and our staff are protected by anti-discrimination legislation including the Equality Act 2010, Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000, and the Employment Rights Act 1996. By adopting this policy, we undertake to ensure that discrimination does not take place and that everyone is treated fairly and equally. The aim of this policy is to remove any potential discrimination in the way that people with protected characteristics are cared for by the Practice. This means that we will not treat someone less favourably because of their age, a disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We will develop and support equality and diversity measures by:

- Providing patient information in a variety of languages, if required
- Having translation services available for patients who need this
- Providing services that are accessible to patients with disabilities
  - Ensuring that care of individuals is planned with their specific needs at the centre
- Tackling oral health inequalities through positive promotion and care
- Involving patient groups and individuals in the design of our service
  - Responding positively to the diverse needs and experiences of our patients and the community even when those needs are challenging to deal with
- Ensuring that we join up with services involved with the care of patients with medical and social care needs.

<b>Date Statement of Purpose written</b>	25/09/2018
<b>Author</b>	Dr Nicholas Sheehan



## STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	22/01/2019
Reviewed by	Pauline Jones
Date HIW notified of changes	22/01/2019

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