



Statement of Purpose

In accordance with the Requirements of
The Health and Social Care Act 2008
(Regulated Activities) Regulations 2014

For Registration with the Care Quality Commission

Aims and Objectives

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our clients, suppliers and regulators as a leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our Aims:

We aim to provide dental care and treatment of consistently good quality for all patients and only to provide services that meet patients' needs and wishes. We aim to make care and treatment as comfortable and convenient as possible. 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 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 is achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

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.

Services Provided

The regulated activities provided include:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

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

- Preventive advice and treatment
- Routine and restorative dental care
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Implants
- Orthodontics
- Facial Aesthetics
- Sedation Dentistry

Name, Address and Contact Details of the Service Provider/Registered Manager

Service provider/Registered Manager

Dr Amir Abedi

Address: Oxford Place Dental, 31 Furness Park Road, Barrow-in-Furness, LA14 5PH

Phone: 01229825854

Email: enquiries@oxfordplacedental.co.uk

Website: <https://oxfordplacedental.co.uk>

Staff within the Practice

- Amir Abedi Dentist
- Sally Hart Therapist/Hygienist
- Helen Crawley Hygienist
- Amanda Knowles Dental Nurse
- Kelsey Round Dental Nurse
- Kimberley Hackett Dental Nurse
- Fiona Woods Dental Nurse
- Joanne Wallace Practice Manager
- Irene Hammond Treatment Coordinator

Facilities within the Premises

- Oxford Place Dental Practice is well located on a main bus route.
- Our patient lounge provides a comfortable waiting space
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- The practice is all located on the ground floor to provide easy access for wheelchair users or people with prams or pushchairs
- We have a dedicated surgery which is only used for implants and surgical procedures
- We employ digital imaging for instant radiography at the lowest dosage

Opening Hours – Monday – Friday 9am – 5:30pm, closed for lunch 1 – 2pm.

Making an appointment – all patients are seen on an appointment basis.

Cancellation Policy – at least 24 hours notice is required of a cancellation otherwise a charge will be made, 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.

Mobile Phones – patients are requested not to use mobile phones within the building.

Car Parking – there are parking facilities near the practice.

Client Centred Care – we care about providing the right treatment for patient/clients. For this reason, treatment and procedures are only carried out after fully discussing the risks and benefits with the patient and providing treatment options.

Consultations – all consultations are carried out in person with patients/clients, by qualified personnel in the privacy of the consultation/treatment room.

- Records of all consultation and treatments are kept in 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 Records – the details of patients/clients are taken at the initial consultation which also form part of the patient/client records.

Information provided to the Patients – this practice ensures that information provided to patients/clients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a Patient Information Leaflet.

Treatment of Children – we do provide treatment for children. We will expect children to be accompanied by an adult who is able to consent for them unless we are confident that they are competent to provide consent for themselves in line with our consent policy.

Consent – the practice operates a consent policy which will be [issued/advised] at the first consultation for the patient to [read and understand] prior to proceeding with any treatment.

We respect patient autonomy. The patients therefore have the right to make their own decisions regarding dental treatment and care.

Consent to treatment must always be given freely and voluntarily by a patient capable to do so. For those patients over 16 who do not have the capacity to make decisions about their care we would abide by Mental Capacity Act 2008.

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

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/clients and copies are available in the waiting room and reception.

It is the policy of this practice also to carry out regular 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 [in the waiting room] for patients and their families. These will also be issued to the Care Quality Commission as and when requested.

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 on 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. The practice follows the General Data Protection Regulations to meet patient confidentiality. All information and records are kept safe and confidential (full details of our privacy policy is available). There are facilities for patients to have private conversations with the clinical and reception staff.

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 – our practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the Care Quality Commission requirements.

Patients are asked that in the event of any complaint, to speak directly or write to our nominated complaints lead- **Mrs Joanne Wallace**. Patients who require further advice regarding the complaints process should direct their enquiry to **Dr Amir Abedi** who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room.

What we shall do – our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have looked into the complaint within **10 working days** of the date when 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 and what, if anything, went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem 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 medical 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 (e.g. because of illness) 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:

Dental Complaints Service

37 Wimpole Street, London, W1G 8DQ

Email: info@dentalcomplaints.org.uk

Website: <https://dcs.gdc-uk.org/>

Phone: 020 8253 0800 (Mon - Fri, 9am - 5pm)

Care Quality Commission

Healthcare Team, City gate, Gallow gate, Newcastle-upon-Tyne, NE1 4PA

Email: info@cqc.org.uk

Website: www.cqc.org.uk

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 things better.