



DENTAL CARE

Statement of Purpose

Aims and Objectives		
<ul style="list-style-type: none"> To promote good oral health in our patients To provide high quality dental care, including periodic examinations and treatment where required, in line with professional standards To ensure our staff are trained and competent To understand and meet the needs of patients, involve them in decisions about their care and treat them in complete confidence. 		
Name and Address of Registered Provider		
Kegan Lewis		
Name and Address of Registered Manager (see guidance for who needs Registered Manager)		
N/A		
Qualifications and Experience of Registered Provider and Registered Manager		
Provider BDS QUB 2009	Manager	
Numbers, Qualifications and Experience of Staff Members		
<i>Dentists</i> Kegan Lewis (f) Alison House (f) Jack Connan (m) Alex Sewell (f)	4	BDS Queen's University Belfast 2009 BDS Queen's University Belfast 1990 BDS University of Plymouth 2018 BDS Queen's University Belfast 2011
<i>Reception Manager</i> Joanne Quinn	1	NEBDN 2017
<i>Nurses with reception duties</i> Shauna Berryman Aoife Logue Eimear Doherty	3	NEBDN 2004 NEBDN 2018 NEBDN 2018
<i>Trainee Dental Nurse</i> Orla Murray	1	<i>In training</i>

Treatment and any other services provided for the purposes of the establishment, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

SperrinSmile Dental Care provides high quality dental care to the local community. We are a family practice and we understand the needs of our patients. We ensure your treatment is done in complete confidence by properly trained staff, and that you are involved in decisions about your care. Good communication with our patients is very important to us and we take time to explain proposed treatment, any risks associated as well as available alternatives.

Both NHS and Private Dental Care are offered in our practice and include diagnostic, preventive, restorative and minor surgical dental procedures (Examinations, Preventative advice and treatment, Fillings, Root canal treatment, Crown and Bridge work, Dentures, teeth whitening). Patients can also be referred to local practices for orthodontic assessment and treatments such as removal of wisdom teeth, implants and intravenous sedation.

Out of hours cover	Patients of the practice who have a dental emergency when this practice is not open should telephone, and a recorded message will give details of the on-call dentist. This dentist will provide advice and treatment where it cannot be delayed safely until the practice is open again. Patients who need to see the dentist because of dental pain during surgery hours should telephone the practice and advice and an appointment will be given at the earliest opportunity.
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Cancellation policy	If you are not able to keep an appointment please give us at least 24 hours' notice to avoid incurring a fee. Repeated Failure to Attend or Late Cancellations may result in removal from the practice list.
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Smoking policy	No smoking or the use of electronic cigarettes on premises or grounds
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Methods of payment/ credit	Cash, Credit/Debit cards
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Disability access	Toilet facilities suitable for disabled access. ground floor surgery portable ramp
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7 Arrangements Consultation with Patients About the Operation of the Practice

The practice believes in engaging with its patients and responding to their views and needs. It solicits feedback via a suggestion box in the waiting room. Reports showing results of surveys and other feedback, and actions taken in response, are available to patients on request and are displayed in the waiting room.

8 Arrangements Made for Contact Between Any Inpatients and Their Relatives, Friends and Representatives

N/A

9 The Arrangements for Dealing with Complaints

The practice has a well structured complaints policy which indicates who deals with complaints and response times. It is available on request and in the waiting room. The practice will:

- find out exactly what happened
- make sure an explanation is received and
- identify learning
- provide latest RQIA annual complaints report on-line and in the waiting room.

We recognise that regular feedback helps us to improve our services. Mrs. Joanne Quinn is our complaints manager. All complaints will be answered within 3 to 5 working days.

10 The Arrangements for Respecting the Privacy and Dignity of Patients

- The privacy and dignity of patients is respected at all times.
- The practice has a data protection and record keeping policy to ensure security, confidentiality and proper use of data.
- All consultations and treatments are done in privacy by appropriate staff
- Notes are done contemporaneously to the patient record.
- Patients can request interpreter services if required.

Signed**KEGAN LEWIS**.....

Designation**PRINCIPAL DENTIST**

Date**07/07/19**

Date for review**07/07/2019**.....