

## Statement of Purpose



Name of establishment or agency	Morgan Street Dental Surgery
Address and postcode	20 Morgan Street Pontypridd CF37 2DS
Telephone number	01443 403747
Email address	grantdentist@gmail.com
Website	<a href="http://www.morganstreetdental.co.uk">www.morganstreetdental.co.uk</a>



**Principal Dentist & Manager**

Grant Phillips

**Relevant Qualifications**

Batchelor of Dental Surgery (BDS)

**Relevant experience**

As the registered owner at this practice, I am responsible for its day to day running and general management. My father Mr John Phillips ran this successful dental practice since the 1960's with one other Associate and I joined the practice in February 2001 having previously worked in several other practices including a maxilla facial secondment at the Cardiff Royal Infirmary (CRI). Several years later my father retired, and I took the practice over and have expanded this establishment considerably ever since. We now have 5 Dentists, 1 Dental Therapist, 2 Hygienists and 10 support staff including dental nurses, receptionists, and administration staff.

**Aims and objectives of the establishment or agency.**

Here at Morgan Street Dental Surgery, we are a friendly, caring practice offering quality treatments in a relaxed atmosphere.

Our main aims are:

- To provide high quality dental care, including periodic examinations and treatment, where required
- To promote good oral health to all patients attending our practice for care and advice
- To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully.
- involve other professionals in the care of our patients, where this is in the patient's interests for example, referral for specialist care and advice.
- To ensure that all members of our team have the right skills and training to carry out their duties competently and with confidence.
- To ensure an awareness of current national guidelines affecting the way we care for our patients.

- To 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.
- To participate in local and national initiatives to promote the benefits of general and oral health to the wider population.

The surgery undertakes general dental services to the whole population.

### Staff Details

Name	Position	Experience
Dr Grant Phillips	Principal Dentist	BDS Birmingham
Dr Nia O’Gorman	Associate Dentist	BDS Cardiff
Dr Dylan Williams	Associate Dentist	BDS Cardiff
Dr Rajwinder Kaur	Associate Dentist	BDS Cardiff
Dr Leonardo Au-Yeung	Foundation Dentist	BDS Cardiff
Chanelle Bowen	Dental Therapist	
Catherine McGurk	Dental Hygienist	
Rachel Fyfe	Dental Hygienist	
Kirsty Liddon	Dental Nurse	
Donna Owen	Dental Nurse	

Mia Lowri Ryan-Adams	Dental Nurse	
Casey Murray	Trainee Dental Nurse	
Clara Nuthall	Trainee Dental Nurse	
Yazmin Simmons	Trainee Dental Nurse	
Wendy Roberts	Receptionist	
Tracey Evans	Receptionist	
Gillian Preston	Receptionist	
Rachele Phillips	Receptionist/Admin	

## Services/ Treatments/ Facilities

We provide general dental services both NHS and independently to the whole population. This includes:

- Dental examinations
- Scale and polish (with private hygienists)
- the diagnosis and treatment of dental disease including caries and periodontal disease.
- orthodontic assessment
- orthodontic treatment on adults with minor orthodontic need on an independent basis.
- radiographs as an aid to diagnosing the patient's oral condition.
- dental extractions
- treatment of dental trauma
- providing dental restorations amalgam, composite, and glass ionomer - root canal treatment
- prosthetic treatment such as crowns, veneers, bridges, inlays, and dentures (acrylic and cobalt chrome)
- denture repairs, relines and additions.
- cosmetic dental treatment – over 18s only for some procedures

- tooth whitening procedures – over 18s only
- soft tissue screening
- emergency treatment
- periodontal treatment
- antiwrinkle treatment – over 18s only
- oral health promotion and advice including diet, oral hygiene, smoking - oral health risk advice
- photographs for dental records
- study models for dental records
- mouthguards for sports
- occlusal splints/bite raising appliances for TMJ parafunction
- we ensure patients have access to out of hours emergency services via our local health board

The practice does not provide any specialist treatment. The service the practice provides is intended for those with the need of primary care, with the aim of treating those suffering dental pain, carrying out procedures for the treatment of dental pathology, and advice and prevention of such dental disease. The practice is also able to refer those who require specialist dental treatment outside the scope of Primary Care.

The equipment used at the practice involves standard dental equipment compliant with MHRA and following the GDC standards.

### How we seek Patients' Views

We welcome feedback from patients at Morgan Street Dental Surgery and collate information in a number of different ways:

- Patient surveys
- A "Suggestion box" in the waiting room areas



The feedback helps us to stay in touch with what patients expect from us and if we need to improve on any areas. We always take any feedback seriously and aim to constantly improve our services.

We discuss this feedback in monthly practice staff meetings. We feel that this demonstrates our commitment to keeping them informed and involved in the practice.

### Arrangements for Visiting/ Opening hours at Morgan Street Dental

Our practice opening hours are displayed outside the surgery and in our patient information leaflet.

The practice is open Monday to Friday 9:00am to 5:00pm. We are closed for lunch between 12:30pm to 2:00pm.

Patients can express a preference as to which dentist they see at the practice, and this is accommodated as much as possible unless they are unavailable or unable to deliver a particular service specified.

During opening times, patients are seen at the practice. Outside of opening times, patients are seen by the emergency dental services as arranged with the Local Health Board. Information on contacting the emergency dental services is provided on our practice answering machine.

We ensure routine appointments are spaced evenly throughout our appointment book, leaving space to accommodate patients who require urgent care. We use patient surveys and regularly review vital reports on compass to monitor patient satisfaction with appointments. A computer system allows us to record specific requests by patients. We give patients choice for their appointment times and try to be flexible within our operating times.

### Arrangements for Dealing with Complaints

We do not receive complaints very often but when we do we take them very seriously. We try to ensure that all our patients are pleased with their experiences at the practice.



We deal with any concerns as quickly and efficiently as possible and always respond to any complaints within the correct timeframes and correspondence. We use complaints as a way of learning from mistakes or concerns and improving our service.

The practice complaints procedure is simple, accessible and well publicised; we have a dedicated well-lit notice board with all relevant information including contact details and telephone number. Our patient information leaflet contains similar details.

Our designate Complaints Managers is also the Principal Dentist here at Morgan Street Dental Surgery, Grant Phillips.

The practice complaints procedure is simple, accessible and well publicised on practice leaflets and on our website.

If a patient complains in person or via the telephone we will listen to their complaint and offer to refer them to the complaints manager immediately. If the complaints managers are not available, the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. The member of staff will make a written record of the complaint and provide the patient with a copy as well as passing it on to the complaints manager. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

If a patient complains in writing or via email it will be passed on to the complaints manager.

If a complaint is regarding any aspect of clinical care or the associated charges it will normally be referred to the treating clinician unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, usually within 2 working days. We will offer to discuss the complaint at a time agreed with the patient and ask how the patient would like to be informed of the progress ie telephone, face to face, letter or email. We will provide the patient with an explanation of how the complaint will be dealt with and indicating the agreed time scales for



investigating and responding to the complaint. We give the patient the opportunity to express their concerns and ensure complaints are dealt with confidentially with all discussions, meetings and telephone calls held in a private area. We make it clear that complaints are monitored closely as part of a commitment to improve practice standards. We record complaints comprehensively as well as actions taken to improve services as a result. These are retained at the practice and when requested pass on details to Local Health Board annually.

The complaints managers will investigate the circumstances surrounding the complaint, seek the views of the relevant team members, examine the patient's clinical records and contact the defence society for advice. We will keep the patient informed of the progress as far as reasonably practicable. Investigations will normally be completed within 4 weeks. If we cannot complete the investigation within the agreed time frame for any reason, the patient will be given advice of this, and a new time frame detailed to them. Once completed, we will provide the patient with a full written report of their complaint. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

In the event the patient remains unhappy with the outcome a complaint may be referred to:

**DENTAL COMPLAINTS SERVICE**

37 Wimpole Street  
London  
W1G 8GT  
Tel: 0208 253 0800

**GENERAL DENTAL COUNCIL**

37 Wimpole Street  
London  
W1G 8DQ  
Tel: 0207 167 6000





### **HEALTHCARE INSPECTORATE WALES**

Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Tel: 0300 062 8163  
Email: [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)

### **CWM TAFF LOCAL HEALTH BOARD**

Unit 3 Ynysmeurig House  
Abercynon  
Navigation Park  
Mountain Ash  
CF45 4SN  
Tel: 01443 744800

### **PUBLIC SERVICE OMBUDSMAN FOR WALES**

Bocam Park  
1 Old Fields Road  
Pencoed  
CF35 5LJ  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
0300 790 0203

### **Privacy and Dignity**

Patients' privacy and dignity will be respected here at Morgan Street Dental Surgery 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

All staff members are aware of practice policies relating to equality, diversity, and human rights. They attend CPD courses and policies are reviewed regularly.

We aim to provide sufficient information for our patients to make an informed choice for their treatment. We always put patient's interests first. We listen to our patients, give them time to consider the information and take their individual view and needs into account. We recognise and promote the patient's right to and responsibilities for making decisions about their health priorities and care. We communicate to our patients at a level they understand before we start treatment. We discuss risks and benefits of treatment options along with immediate and ongoing maintenance costs. We encourage patients to ask questions on any aspects of their treatment and give full honest answers.

We are committed to providing services to all patients to the best of our ability. We have a wide door to ensure the ease of access for wheelchair users, patients with walking difficulty and pushchairs. We ensure that the practice is well lit and free from obstacles. The reception, waiting area and ground floor surgery has sufficient space to accommodate wheelchair access and there is a ground floor toilet.

We have several employees who speak English & Welsh and PRW forms are available in both Welsh and English. Information can be provided in large format for patients with visual impairment. We have induction loop amplifiers on reception and in surgeries to help communicate with patients who have hearing impairment.

We have various tools in surgery to help give information to patients in a way they understand. We avoid using dental jargon and assess the level of understanding of the patient and ensure we communicate in a way that ensures the patient understands and consents to the treatment they receive. We use large scale models and videos to demonstrate disease processes and treatment to our patients.



Where there are language or hearing difficulties, we offer an interpreter service or patients are able to attend with a family member who can clearly interpret our explanations and communicate any questions the patient may have.

Where a patient has learning difficulties, we encourage them to attend with a family member or carer who is experienced in communicating with them to offer reassurance and help to ensure effective communication between the patient and staff.

Senior staff members have undertaken equality and diversity training to ensure that patients and staff members are treated fairly. We recognise that discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation is harmful and may be illegal. We do not tolerate discrimination by anyone working at the practice. This applies to our dealings with patients, each other, candidates for job vacancies, and suppliers.

We will take disciplinary action in accordance with the practice disciplinary procedure against any employee who breaches this policy.