



## STATEMENT OF PURPOSE

Name of establishment or agency	Llandeilo Road Dental Surgery
Address and postcode	38 Llandeilo Road Cross Hands Llanelli Carmarthenshire SA14 6NA
Telephone number	01269 843400
Email address	<a href="mailto:llandeiloroadaddental@hotmail.com">llandeiloroadaddental@hotmail.com</a>

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

1. Promote and provide good oral health to every patient
2. Provide high quality modern 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

### **REGISTERED MANAGER DETAILS**

Name	Aled Clement
Address and postcode	Llandeilo Road Dental Surgery 38 Llandeilo Road Cross Hands Llanelli Carmarthenshire SA14 6NA
Telephone number	01269 843400
Email address	<a href="mailto:aledclement@icloud.com">aledclement@icloud.com</a>
Relevant qualifications	BDS Wales 2009, PGDip Restorative Dentistry PGCert Implant Dentistry

### Relevant experience

2004 - 2009 Cardiff University BDS

2009 - 2010 Dental Vocational Training, St Mary Street Dental Surgery, Cardiff

2010 - 2013 Associate Dentist, Llannon Road Dental Practice, Tumble

2013 - 2014 Associate Dentist, St Mary Street Dental Surgery, Cardiff & Butetown Medical Centre, Cardiff

2014 - 2015 Associate Dentist, Llandeilo Road Dental Surgery, Cross Hands

2015 - Present Principal Dentist/Director Llandeilo Road Dental Surgery, Cross Hands

2023 Post Graduate Diploma in Restorative Dentistry

2025 Post Graduate Certificate in Implant Dentistry

### RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Aled Clement
Address and postcode	46-48 Station Road, Llanishen, Cardiff, CF14 5LU
Telephone number	01269 843400
Email address	<a href="mailto:aledclement@icloud.com">aledclement@icloud.com</a>
Relevant qualifications	BDS Wales 2009 PGDip Restorative Dentistry PGCert Implant Dentistry

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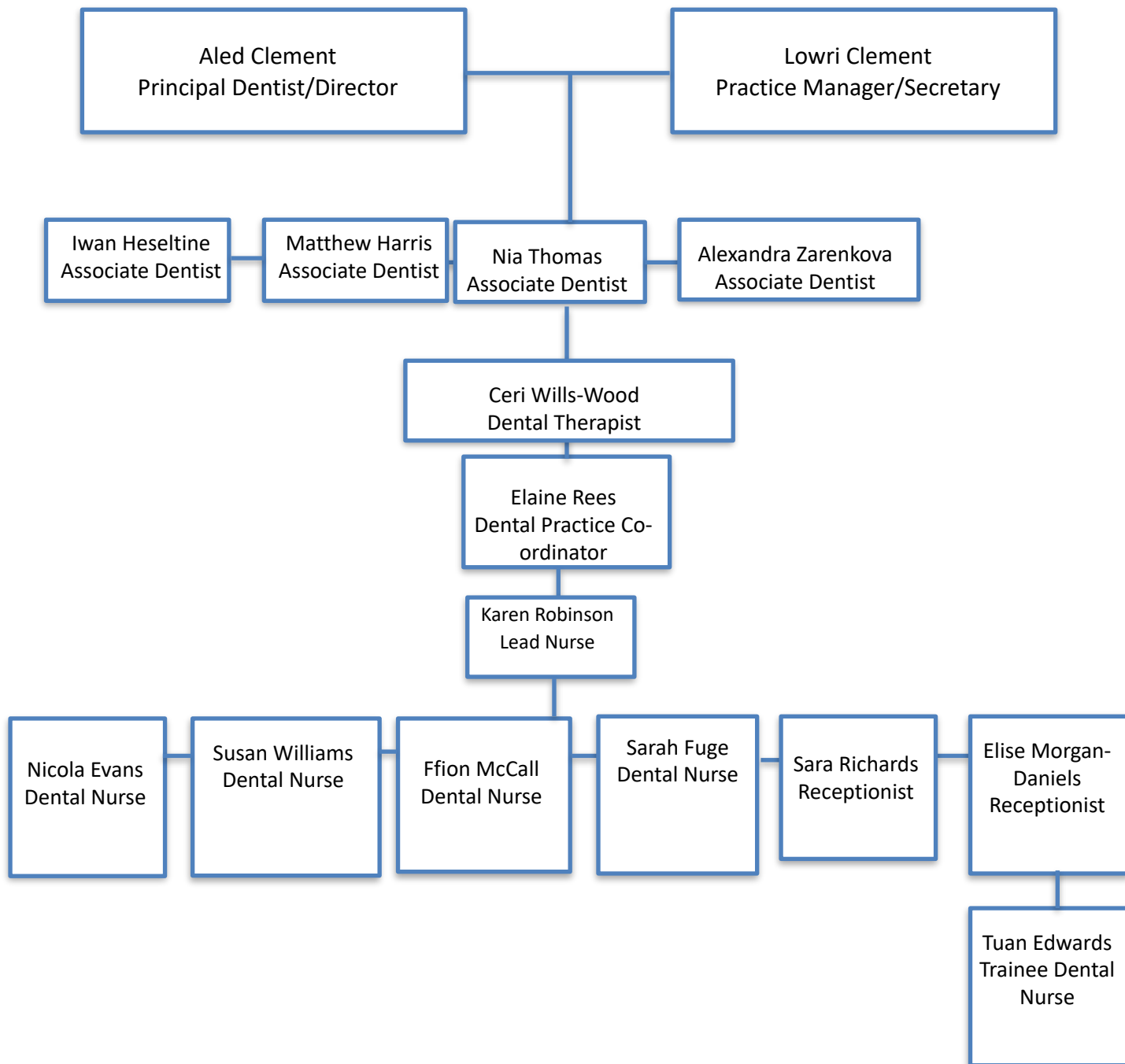
### Roles and responsibilities

Director & Principal Dentist within the organisation

## STAFF DETAILS

Name	Position	Relevant qualifications / experience
Aled Clement (WTE 0.63)	Principal Dentist/Director	BDS Wales 2009 PGDip (Prosthodontics)
Matthew Harris (WTE 0.8)	Associate Dentist	BDS Bristol 2014 PGCert (Endodontics)
Nia Thomas (WTE 0.41)	Associate Dentist	BDS Wales 1994
Iwan Heseltine (WTE 0.21)	Associate Dentist	BDS University of Liverpool 2023
Elaine Rees (WTE 0.92)	Dental Practice Co-ordinator	Qual - National Certificate NEBDSA 1992
Nicola Evans (WTE 0.79)	Dental Nurse	Verified Competency in Dental Nursing

Susan Williams (WTE 0.61)	Dental Nurse	Verified experience in Dental Nursing
Ffion McCall (WTE 0.79)	Trainee Dental Nurse	
Lowri Clement (WTE 0.4)	Practice Manager/ Company Secretary	BA Ed 2007
Ceri Wills-Wood (WTE 1)	Dental Therapist	Diploma in Dental Hygiene & Therapy 2017
Sara Richards (WTE 0.78)	Receptionist	
Sarah Fuge (WTE 1)	Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds 2023
Karen Robinson (WTE 0.8)	Lead Dental Nurse	NEBDN 1984
Tuan Edwards (WTE 0.8)	Trainee Dental Nurse	
Maria Hardman (Visiting clinician)	Dentist	BDS Birmingham 1985 DUI Lille 2004
Alexandra Zarenkova (WTE 0.8)	Dentist	DDM Sofia 1999
Elise Morgan Daniels (WTE 0.1)	Receptionist	



## SERVICES / TREATMENTS / FACILITIES

Private Dental Treatment (All age ranges)

Private Direct Access Dental treatment (All age ranges)

Our 5 dentists, and therapist are supported by a team of nurses led by our lead dental nurse. Administrative support is provided by our receptionist, practice coordinator and practice manager. Should any patients require any treatment that requires specialist input or treatment that we can not 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, non surgical facial aesthetics, short term orthodontic treatment and dental implant treatment. 2 of our dentists have attained postgraduate qualifications with the well regarded Tipton Training and are able to offer advanced restorative dentistry. The practice is also able to offer dental implants in conjunction with our visiting implant dentist. There are 4 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. The practice also enjoys the benefit of intra oral scanners and an OPG/CBCT unit. Airflow hygiene is used by our dental therapist, enabling all patients to benefit from guided biofilm therapy. 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: Aled Clement, Matthew Harris, Nia Thomas, Elaine Rees, Ceri Wills-Wood, Alexandra Zarenkova, Karen Robinson and Iwan Heseltine. The following can operate the X ray units under supervision: Nicola Evans, Susan Williams, Ffion McCall, Tuan Edwards, Sarah Fuge. The surgery also has 3 stand alone rotary/ reciprocating endodontic motors.

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 taking into account the period of time necessary to decontaminate these instruments after use.

Two of our surgeries are on the ground floor, two are upstairs. Should any person be unable to climb the stairs to see their clinician we are able to arrange for that patient to be seen in a downstairs surgery by their clinician.

## **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 leaving a review on our automated review service

Please mark any views made in writing to Lowri Clement. Any view made verbally will be relayed to Lowri Clement



## ARRANGEMENTS FOR VISITING / OPENING HOURS

### Opening Hours:

Monday 8:30 - 1:00, 2:00 - 7:00

Tuesday 8:30 - 1:00, 2:00 - 5:00

Wednesday 8:30 - 1:00, 2:00 - 7:00

Thursday 8:30 - 1:00, 2:00 - 5:30

Friday 8:20 - 12:30, 1:30 - 3:30

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 a answerphone message to inform patients who to contact should they experience.

### **Private/Care Plan Patients**

The answerphone will direct private and care plan patients to contact the on call dentist. 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, investigating 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 and we will be happy to answer any questions you may have about this procedure.

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. We accept complaints made verbally as well as written complaints.

Lowri Clement is the Complaints Manager and will be your personal contact to assist you with any complaints. 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 30 working days.

You can send your complaints to 38 Llandeilo Road, Cross Hands, Wales, SA14 6NA, call us on 01269 843400 or email the Complaints Manager on [llandeiloroaddental@hotmail.com](mailto:llandeiloroaddental@hotmail.com).

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. 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 contact you at least every ten working days to keep you informed of the reason for any delays, 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. We will make our response clear, addressing each of your concerns as best as we can. You will also be 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 the matter 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>.

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.

You can also write to them at:

Healthcare Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

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

This practice and its staff aim to:

- Treat patients with dignity, respect and fairly, without discrimination, at all times
- Give all patients the information they need, in a way they can understand, so they can make informed decisions about their care
- Be clear on the procedures for providing additional support for patients with disabilities e.g. Does the practice have a hearing loop and do staff know how to operate it?
- Provide services that are accessible to patients with disabilities and make reasonable adjustments in order to provide care which meets their needs
- Provide information to patients with disabilities in a range of formats, such as Easy Read, large-print or on CD
- Support patients by providing information in other languages and translators, where appropriate
- Join up with other services involved with the care of patients who have medical and social care needs
- Keep patient information confidential
- Tackle health inequalities through positive promotion and care
- Involve individual patients and patient groups in decisions about the design and delivery of the service

<b>Date Statement of Purpose written</b>	27/8/2017
<b>Author</b>	Aled Clement

## STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	15/11/17
Reviewed by	Aled Clement
Date HIW notified of changes	28/11/17

Date Statement of Purpose reviewed	2/9/18
Reviewed by	Aled Clement
Date HIW notified of changes	2/9/18

Date Statement of Purpose reviewed	2/1/2020
Reviewed by	Aled Clement
Date HIW notified of changes	2/1/2020

Date Statement of Purpose reviewed	1/3/2020
Reviewed by	Aled Clement
Date HIW notified of changes	

Date Statement of Purpose reviewed	18/10/2020
Reviewed by	Aled Clement
Date HIW notified of changes	19/10/2020

Date Statement of Purpose reviewed	31/5/2021
Reviewed by	Aled Clement
Date HIW notified of changes	31/5/2021

Date Statement of Purpose reviewed	14/1/2022
Reviewed by	Aled Clement
Date HIW notified of changes	

Date Statement of Purpose reviewed	18/9/22
Reviewed by	Aled Clement
Date HIW notified of changes	18/9/22

Date Statement of Purpose reviewed	17/1/23
Reviewed by	Aled Clement
Date HIW notified of changes	17/1/23

Date Statement of Purpose reviewed	19/9/23
Reviewed by	Aled Clement
Date HIW notified of changes	19/9/23

Date Statement of Purpose reviewed	15/2/24
Reviewed by	Aled Clement
Date HIW notified of changes	15/2/24

Date Statement of Purpose reviewed	6/9/24
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Reviewed by	Aled Clement
Date HIW notified of changes	6/9/24
Date Statement of Purpose reviewed	25/03/025
Reviewed by	Aled Clement
Date HIW notified of changes	25/03/2025