

TLC 4 SMILES ASHBOURNE LLP 2018

STATEMENT OF PURPOSE

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

For Registration with Care Quality Commission as an Organisations

TLC 4 Smiles Ashbourne LLP 1-211300557

TLC 4 SMILES ASHBOURNE LLP

30 Clifton Road

Ashbourne

Derbyshire

DE6 1DT

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Statement of Purpose

This practice is registered and regulated by the Care Quality Commission for the following activities. The dental practice consists of dedicated and professional employees. We strive to be acknowledged by our patients, 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 always aim to deliver a very high standard of dental treatment in a caring, safe and thoughtful environment aiming to provide excellent oral health to all our patients attending the practice. It is our aim to always provide the highest quality dental treatment in line with the current and past research and evidence, choosing minimally invasive approach where possible. We keep abreast with current dental techniques through continual education and training so that we may deliver comprehensive treatment choices to our patients. In addition we aim to:

- To Be accountable and exceed 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 out and monitor targets in all areas
- To invest in property, equipment and technology.

Our Objectives

The objectives of our practice are to deliver a service of high standard of care 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, integrity, in complete confidence and the utmost discretion, in comfortable and clean surroundings.

Services Provided

The regulated activities include:

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

The practice offers dental services to all its patients which consists of:

- Preventive advice and treatment
- Routine and restorative dental care
- Root canal treatment
- Dental Hygiene Services
- Tooth whitening
- Crown and bridge work
- Implants
- Restorative Dentistry

Name, address and contact details of the service provider and registered manager

Samantha Webb, 30 Clifton Road, Ashbourne, Derbyshire, DE6 1DT (Provider for and behalf of TLC 4 Smiles LLP) and Registered Manager

Maurice Smith, 30 Clifton Road, Ashbourne, Derbyshire, DE6 1DT (Provider for and behalf of TLC 4 Smiles LLP)

Staff within the Practice

Dentist:

Mr Spyridon Lappos	Dentist	DipDS Athens 2006
Miss Medeea Popei	Dentist	DMD Cluj-Napoca 2002
Mr Rodrigo Pacheco	Dentist	LMD Lisbon 2001

Reception

Fiona Fox

Anne Cottrill

Nurses:

Sarah Powell

Mandy Nichol

Hayley Simmonds

Sophie Gilbert

Practice Manager

Joanna Potter

Emma Goodman

Auxiliary Staff

Jeanette Hambleton

Facilities within the Practice

- The practice is a detached building situated on the main bus route through Ashbourne. The practice has disabled parking for 3 vehicles and a layby adjacent to the property for additional parking.
- We have a comfortable waiting room on the ground floor which is also child friendly

- we are proud to be a family dental practice and we welcome people of all ages.
- We have a purpose built decontamination and sterilization facility to assure Best practice standards of infection control
- We have 3 surgeries, 1 being on the ground floor along with reception, toilets and waiting room
- We have a dedicated OPG machine
- We employ digital imaging requirements which uses the lowest X-ray doses for our patients
- We have daily dental emergency slots for each of our dentists helping to minimise any suffering from dental pain

Making an appointment - all patients are seen on a appointment basis with the shortest possible wait.

Cancellation Policy - At least 24 hours notice is required if you need to cancel an appointment

Methods of Payment – All major credit and debit cards are accepted as well as cash.

Smoking Policy – In order to provide a safe and smoke free environment for staff and patients, the establishment is a no smoking area.

Mobile Phones – We appreciate the increasing dependency on mobile phones, however we hope that patients will respect our right and other users to have no use of mobile phones within the building

Car Parking - There are car parking facilities for disabled vehicles at the practice and a layby adjacent to the practice for all other vehicles.

Client Centred Care – We care about providing the right treatment for our patients, so treatments and procedures are only carried out after fully discussing pros and cons with the patient.

Consultation - All consultations are carried out in person with patients, by qualified personnel in the privacy of a consultation/treatment room. Records of your visits and treatment are recorded in patient notes which are stored on our database. At the initial consultation, a Medical History is taken which is renewed at each visit. A note is made of the presenting problem and information is given on any planned procedures, alternative options and consent obtained prior to commencement of any treatment.

We will explain the procedure to the patient and provide them with the 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.

Patients Records – The details of patients such as name, address, Date of Birth and contact are taken at initial registration, these form part of the patients records

Information provided to the patient - the practice ensures that the information provided to the patient, their families and carer's is accurate and that any claims made in respect of our services are justified. This is in the form of Patient Information Leaflet.

Treatment of Children - We take great pride in providing treatment to our child patients and request that they are accompanied to the practice by their parents or grandparents

Consent - The Practice operates a consent policy which is issued at your appointment for you to read, understand and sign before proceeding with any treatment. Patients have the right to withdraw consent at any time and to make their own decisions regarding dental treatment and care.

Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding treatment. Those unable to give informed consent or are under the age of 16 must be accompanied by a parent or guardian who will sign the consent on their behalf

Patient Surveys - The practice will obtain views of its patients at least once during their course of treatment, and will use this information to improve services and inform the provision of treatment and care of prospective patients.

It is the policy of this practice to also carry out random surveys to seek views of our patients as to the quality and care of the treatment provided by our personal.

This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available in our waiting room newsletter. These will also be issued to the NHS local area team and the CQC when requested.

Patient views will be collated into a report and compared against previous records and national figures to monitor performance. The results are discussed among staff at practice meetings and the report will be filed in our audits.

Privacy and Dignity of Patients – The privacy and dignity of patients are respected at all times. The practice holds a patient confidentiality policy and all information and records are kept safe, secure and totally confidential. There are facilities for patients to hold private conversations with both clinical and reception staff.

Complaints Procedure – This practice operates a complaints procedure as part of its dealings with patient's complaints which complies with the Care Quality Commission requirements.

Patients are asked that in the event of any complaint, to speak directly to or write to Samantha Webb, the Practice Manager. Patients who require further advice regarding the complaints process should direct their Samantha Webb who, when applicable, will recommend the services of an independent advocate. A copy of the complaints procedure can be found in our waiting room. If you are unsure, please ask at reception.

What we shall do - Our practice has a in house complaints procedure which is designed to make sure that any complaints are settled as quickly as possible. We shall acknowledge your complaint within 2 days of receipt and aim to have considered your 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 if appropriate. If there are any delays in this process we shall keep the patient 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

Complaining on behalf of someone else - The rules of dental 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 disability or illness) of providing consent for the complaint to be investigated. If the complaint is not resolved to the patients satisfaction, the patient will be advised to write to :

The Dental Complaints Service for complaints about private treatment.

Stephenson House. 2 Cherry Orchard Road. Croydon CR0 6BA Tel: 08456 120540 Email: www.dentalcomplaints.org.uk

The General Dental Council for complaints about NHS treatment

37 Wimpole Street. London W1M 8DQ Tel: 020 78873800 Email: www.gdc-uk.org

Care Quality Commission Healthcare Team. Citygate. Gallowgate. Newcastle Upon Tyne NE1 4PA. Email: info@cqc.org.uk Website: www.cqc.org.uk

Signed Date: