Statement of Intent

STATEMENT OF PURPOSE	
Name of establishment or agency	WATER STREET DENTAL PRACTICE
Address and postcode	13 Water Street, Carmarthen, Carmarthenshire, SA31 1PY
Telephone number	01267 234941
Email address	info@waterstreetdental.co.uk
Fax number	

Aims and objectives of the establishment or agency

Our aim is to establish and maintain good oral health for all our patients.
We intend to achieve this by:

- Practicing Preventive Dentistry: Examinations, Oral Hygiene Instructions and Hygiene Appointments.
- Providing High Quality Dental Care:
    - Diagnosis: Examinations, X-rays, Gum assessments
    - Treatment: For Gum conditions, Fillings, Prosthetics (Crowns, Bridges, Dentures), Endodontics (Root Canal Treatment) and Cosmetic procedures (Veneers, Tooth whitening, Anterior Orthodontics).
- Referrals: Involving other specialist professionals if it is in the patient's best interests and with the patient's consent.
- A team that is professional, appropriately trained and up to date in best practice.
- An environment that is clean, safe, friendly, relaxed and comfortable
- Understanding individual patients needs and aspirations and involving them in the development and cost of their treatment plans.
- Gaining feedback from patients on their treatment, and journey within the practice.

Our ultimate aim is to achieve an informed and empowered patient who will achieve a good oral health outcome.

REGISTERED MANAGER DETAILS

Name	Apurba John Bhattacherjee
Address and postcode	Water Street Dental Practice 13 Water Street Carmarthen Carmarthenshire SA31 1PY
Telephone number	01267 234941
Email address	ajandedel@aol.com
Fax number	

Relevant qualifications

BSc Medical Microbiology (Surrey) 1993

BDS Wales 1998

MFDS (Royal College of Surgeons, England) 2002

Inman Aligner Training 2014

Relevant experience

1993 to 1998	BDS Cardiff – University of Wales
1998 to 1999	Vocational Training - Rowcroft Dental Surgery, Stroud.
1999 to 2000	Senior House Officer Oral and Maxillofacial Surgery Dept. Cheltenham General Hospital, Cheltenham, Gloucestershire
2000 to 2017(March)	Associate Dentist Water Street Dental Practice, Carmarthen.

A J Bhattacherjee returned to work as the associate dentist with his aunt Hillary S M King, the previous practice principle of 43 years. During the 17 years, he has been at different times, fully involved in the following (but not limited to) areas:

- Clinical care
- NHS Contract Provider / Performer 2006 onwards
- On call service provision
- Strategic Decisions

- Staff Recruitment / Training
- BDA Good Practice Scheme management during 2001 to 2007
- iComply - Compliance Management System
- Infection Control Lead
- COSSH
- Radiological Lead – RPS for the practice
- Leading Audits
- Assisting in Complaint Management
- Preparing for Practice Inspections
- Health and Safety Regulations
- Information Governance Management
- Waste Management
- Practice Building Expansion 2010
- Equipment Procurement
- Staff Pay
- Practice X Ray and Record Computerisation 2007

2017 (March) to Present Practice Principal / Owner
Water Street Dental Practice

RESPONSIBLE INDIVIDUAL DETAILS	
Name	Apurba John Bhattacherjee
Address and postcode	Water Street Dental Practice 13 water Street Carmarthen Carmarthenshire SA31 1PY
Telephone number	01267 234941
Email address	ajandedel@aol.com
Fax number	
Relevant qualifications *As Registered Manager*	

Relevant experience

As Registered Manager

Roles and responsibilities within the organisation

Practice Owner and Principal Dentist
GDS contract Provider/Performer
Clinical Care of a List of Patients
All aspects of Dental Practice management

- Staff Management
- Patient Management
- Compliance Management
- Financial Management
- Equipment management
- Day to Day running of the practice

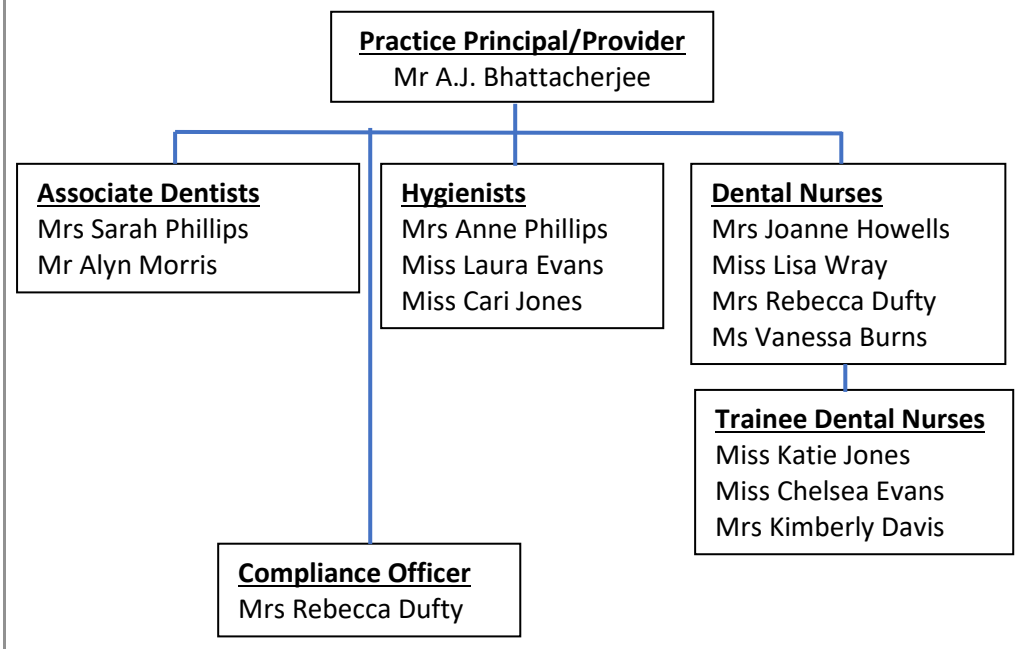
A J Bhattacherjee is supported by a very capable team with appropriate delegation but retains overall responsibility and oversight of all areas.

STAFF DETAILS

Name	Position	Relevant qualifications / experience
A J Bhattacherjee	Principal and Practice owner (Full Time)	BDS (Wales) 1998 MFDS (RCS) 2001
Sarah Phillips	Associate Dentist (Part Time)	BDS (Bristol) 1987
Alyn Morris	Associate Dentist (Part Time)	BDS (Wales) 2015
Anne Phillips	Hygienist (Part Time)	Diploma in Dental Hygiene (Cardiff) 2008 DEBDN 1996 - Dental Nursing
Laura Evans	Hygienist (Part Time)	Diploma in Dental Hygiene (Cardiff) 2017
Joanne Howells	Dental Nurse Receptionist First Aider (Full Time)	NVQ Level 3 in Oral Health Care: Dental Nursing 2008 30 years Dental Nurse experience
Lisa Wray	Dental Nurse Receptionist First Aider (Full Time)	NVQ Level 3 in Oral Health Care: Dental Nursing 2008 30 years Dental Nurses experience

Rebecca Dufty	Dental Nurse/Compliance Officer (Part Time)	Level 3 Diploma in Dental Nursing 2017
Katie Jones	Trainee Dental Nurse (Full Time)	Training with Learn Kit Ltd Level 3 Diploma in Dental Nursing
Vanessa Burns	Dental Nurse Receptionist First Aider (Full Time)	NVQ L3 Oral Health Care: Dental Nursing & Independent Assessment City & Guilds 2006
Chelsea Evans	Trainee Dental Nurse (Part Time)	Training with Learn Kit Ltd Level 3 Diploma in Dental Nursing
Cari Jones	Hygienist (Part Time)	2005 Diploma in Dental Hygiene; University of Bristol Dental School 2002 NVQ Level 3 in Oral Healthcare: Dental Nursing; NEBDN
Kimberly Davis	Trainee Dental Nurse (Part Time)	Training with Learn Kit Ltd Level 3 Diploma in Dental Nursing

ORGANISATIONAL STRUCTURE



SERVICES / TREATMENTS / FACILITIES

Water Street Dental Practice has been established since 1974 and has been at its current location since 1987 serving patient of all ages (0-100+). It is a converted terraced property in Carmarthen town with parking within 150 meters. There are 2 ground floor and 1 first floor surgeries with a waiting room on the ground floor level, allowing options for people with mobility problems. Reception is located on the ground floor though an arch (off the waiting room) which provide an area for private conversation with the receptionist. A 2010 extension provided an additional disabled access toilet, decontamination room, office, storage space and the 3rd surgery. The waiting area has music, tea/coffee and cold drinks provided on request. Magazines and a daily newspaper are available along with advice sheets on oral health and patient information leaflets. (The Magazines , newpapers, leaflets and cold drinks provisions have been removed temporarily for Covid-19 hygiene reasons)

Our 3 dentists and 2 hygienists are supported by 7 nursing/reception staff and 1 cleaner.
We offer both NHS and private treatments. Private care is offered both fee per item or on a monthly payment dental insurance scheme administered by Denplan.

All our dental services mentioned below are provided from 3 airconditioned surgeries each with a dental chair, central suction, air turbine, contra angled hand piece, 3 in 1 air spray, ultrasonic scaler and a x ray unit. Patient records are computerised, and X rays digitally recorded. The Clinicians have access to are 2 cordless rotary endodontic motor for root fillings, 2 Intraoral cameras, 2 conventional SLR camera for intra oral photography, an Intraoral scanner, a Carl Ziess Operating Microscope, a portable electrosurgery unit for contouring the gums / electrocautery and a portable surgical motor unit.

Treatment provided at the practice includes but not limited to:

Diagnostic Procedure Services
- Examination with magnifying loupes for caries, periodontal disease and dental trauma
- X rays
- Soft tissue screenings
- Treatment Planning

Preventative Treatments Service
- Preventative advise and Oral Hygiene Instructions
- Fluoride varnish application
- Fissure sealants
- Smoking cessation advise and referral
- Scale and polishing

Treatment of Oral Disease, Oral Disorders and Dental Trauma Service

- Fillings
- Crowns/Bridges/Onlays/Inlays/Veneers
- Root Canal Treatments
- Extractions
- Emergency Dental Trauma Stabilisation
- Periodontal Treatment e.g., Root debridement
- Dentures
- Night Guards to prevent Bruxism damage
- Sports Gumshield

Cosmetic Procedure Service -*by dentists*

- Tooth Whitening (Enlighten and Pola Systems)
- Internal Tooth Whitening
- Veneers
- Orthodontics limited to the anterior teeth (Inman Aligner and Clear Aligners)

We Currently routinely refer patients for

- Orthodontics
- Treatment under Sedation / General Anaesthetics
- Implant placement (although some implants after their placement are restored within the practice with crowns or over dentures)
- Minor Oral Surgery

Referrals may also be made if any of the treatments above need specialist input. This is done with the patients consent.

A dedicated decontamination room with 2 sinks for manual cleaning, washer disinfector, instrument examination area with magnification, a non vacume autoclave and a packaging area with RO water production facility is used. The room has an in/out door system and appropriately directed air flow fulfilling WHTM 01-04 guidelines.

Dental specific equipment and material used are up to date and are purchased from recognised dental suppliers with relevant CE marks and manufactures standards. These are maintained and serviced according to guidelines and current practices. An up dated register of suppliers and equipment is maintained.

Some specific laboratory work such pouring up models for the construction of Gum Shields, Night Guards and Bleaching Trays for some patients are carried out at the practice and for this the practice is registered with the Medical Devises Agency. External laboratories used are audited yearly to insure they and the technician with responsibility are appropriately registered.

Our practice is set up to service the community with in which we are based treating patients of all ages (0-100+). From the very young where we aim to set up good oral health habits and prevent dental disease, to the elderly and infirm where the need for maintenance in addition to prevention is high.

PATIENTS VIEWS

We seek patient's views on the services / treatments in the following ways:

- Directly in general discussions with patient in the surgery / reception
- Formal twice-yearly Patient surveys
- New Patient Survey for all new patients
- Patients Suggestion Box

The findings are discussed, solutions proposed and working practices altered if needed at either the practice meetings where the results of the surveys are to be twice yearly itemised to be presented to the practice team or if more urgent at the "any other business" part of the monthly practice meetings.

ARRANGEMENTS FOR VISITING / OPENING HOURS

Opening Hours:

Monday:	8.30am	-	5.00pm
Tuesday:	8.30am	-	5.00pm
Wednesday:	8.30am	-	5.00pm
Thursday:	8.30am	-	7.00pm -Late appointment by request
Friday:	8.30am	-	5.00pm
Saturday:	8.30am	-	1.00pm alternate

Urgent Care:

During opening hours, any patient who is in pain, is registered at our practice and who requests to be seen immediately and can come to the practice immediately will be seen at the next available appointment time after their arrival at the practice.
If the patient cannot attend immediately, they will be seen at the next emergency appointment within 24 hours.

Out of Hours Care:
On ringing the practice outside opening hours, the answer phone message provides the patient with 2 contact options.
NHS Patients
They are directed to telephone NHS 111 telephone line.
Private Patients
They are directed to ring 07831140981 which will put them in contact with a dentist on the local on call rota.
The above contact number is also available on the practice web site and displayed on practice signage on the premises building.

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; we investigate 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.

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. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the local Health Board - Hywel Dda University Health Board on 01267 229692.

A J Bhattacherjee 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 10 working days.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when they are next available. 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 keep you informed of the reason for the delay, 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 and 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 it 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 writing to Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon,

CR0 6BA or visiting www.dentalcomplaints.org.uk. 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.

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.comisiynyddygymraeg.cymru.

If you would like support or advice regarding your NHS complaint you can contact the local Community Health Council by calling 01646 697610. If you are still unhappy about your NHS complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting www.ombudsman-wales.org.uk. 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.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-org.uk or by calling 020 7167 6000

PRIVACY AND DIGNITY

The practice encourages and promotes an open, inclusive and respectful culture with respect to patients' privacy and dignity in line with the Equality Act 2010 by:

1 Regularly discussing at practice meetings by the whole team
2 Annually reviewing
3 Adopting
4 Practicing
the following policies

- Anti-Bullying and Harassment Policy (M233-ABH)
- Confidentiality policy (M233-CON)
- Disability Access Policy (M233-DIB)
- Data protection policy (M233- DPT)
- Equality, dignity and human rights policy (M233 –EQD)
- FGM policy (M233-FGM)
- Maternity leave and pay policy (M233 – MLP)
- Patient care policy (M233-PCA)

Date Statement of Purpose written	22 March 2018
Author	A J Bhattacherjee

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	19.09.2019
Reviewed by	Rebecca Dufty
Date HIW notified of changes	08.10.2019

Date Statement of Purpose reviewed	06.05.2020
Reviewed by	Rebecca Dufty
Date HIW notified of changes	

Date Statement of Purpose reviewed	29.09.2020
Reviewed by	Rebecca Dufty
Date HIW notified of changes	29.09.2020

Date Statement of Purpose reviewed	24.09.2021
Reviewed by	A J Bhattacherjee
Date HIW notified of changes	25.09.2021

Date Statement of Purpose reviewed	19.07.2022
Reviewed by	Rebecca Dufty
Date HIW notified of changes	26.07.2022

Date Statement of Purpose reviewed	03.08.2023
Reviewed by	Rebecca Dufty
Date HIW notified of changes	09.08.2023

Date Statement of Purpose reviewed	18.10.2023
Reviewed by	Rebecca Dufty
Date HIW notified of changes	02.01.2024

Date Statement of Purpose reviewed	26.06.2024
Reviewed by	Rebecca Dufty
Date HIW notified of changes	

Date Statement of Purpose reviewed	17.10.2024
Reviewed by	Rebecca Dufty
Date HIW notified of changes	

Date Statement of Purpose reviewed	21/01/2025
Reviewed by	Rebecca Dufty
Date HIW notified of changes	