



RHIWBINA DENTAL

## **STATEMENT OF PURPOSE**

Name of establishment or agency	<b>Rhiwbina Dental Surgery Limited</b>
Address and postcode	<b>The Pines Heol Y Forlan Whitchurch Cardiff CF14 1AX</b>
Telephone number	<b>029 20626551</b>
Email address	<b>reception@rhiwbinadental.com</b>
Fax number	<b>N/A</b>



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

The practice philosophy at Rhiwbina Dental is to treat other people as we wish to be considered ourselves.

The staff at Rhiwbina Dental are extremely proud of our practice and the high standards that we set ourselves in all areas of dentistry.

We know that private patients have a great deal of choice for their dental care and we greatly appreciate the commitment that our patients show to us in allowing us to care for them. With that in mind, we've ensured we offer an unrivalled level of specialist dental care in our area, from oral surgery and restorative dentistry to root canal therapy and periodontics.

Rhiwbina Dental sits at the forefront of modern clinical practice. Our highly qualified dentists lecture nationally and internationally and are actively involved in clinical research. This not only provides an exciting dimension to the practice, but also allows us to better understand and improve the treatments for conditions relevant to our patients.

Our practice is equipped with state-of-the-art technology and is considered the go-to for dental referrals in the region, with many local family dentists trusting us to guide their patients smoothly through advanced and specialist procedures.

What all this means for you, the patient, is that you have access to an unrivalled range of specialist dental care with a high-tech, minimally invasive approach. You can feel confident that your treatment at Rhiwbina Dental will be as quick, comfortable and convenient as possible, while delivering the long-term results you really want.



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## REGISTERED MANAGER DETAILS

<b>Name</b>	Ms S Jane Lewis & Mrs Nia Evans
<b>Address and postcode</b>	Rhiwbina Dental Surgery Limited The Pines Heol Y Forlan Whitchurch Cardiff CF14 1AX
<b>Telephone number</b>	029 20626551
<b>Email address</b>	<a href="mailto:jl@rhiwbinadental.com">jl@rhiwbinadental.com</a> <a href="mailto:ne@rhiwbinadental.com">ne@rhiwbinadental.com</a>
<b>Fax number</b>	N/A

### Relevant qualifications

S Jane Lewis:N/A

Nia Evans: NVQ Level 3 Dental Nursing City and Guilds 2004  
MBA Essentials 2020

### Relevant experience

S Jane Lewis: 32 years as Practice Manager of Rhiwbina Dental.

Over 40 years' experience in the dental field, beginning with a career in dental nursing.

Nia Evans: Over 20 years' experience in Dentistry beginning with a career in dental nursing, followed by becoming Assistant Practice Manager in 2010.



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## **RESPONSIBLE INDIVIDUAL DETAILS**

<b>Name</b>	Professor NCA Claydon
<b>Address and postcode</b>	Rhiwbina Dental Surgery Limited The Pines Heol Y Forlan Whitchurch Cardiff CF14 1AX
<b>Telephone number</b>	029 20626551
<b>Email address</b>	nc@rhiwbinadental.com
<b>Fax number</b>	N/A

### **Relevant qualifications**

Professor Restorative Dentistry  
Specialist & Honorary Consultant in Periodontics  
BDS MScD PhD MJDF RCS (Eng) FHEA CEIA  
GDC No 61547

### **Relevant experience**

Nick Claydon is a graduate of the University of Wales College of Medicine (Cardiff, 1986) and is registered to the General Dental Council. He attained his MScD in Periodontal research at the University of Wales and his PhD from the University of Bristol entitled, Development and Application of Methods to Study Plaque Control by Dental Health Products. He was accredited as a specialist in Periodontics by the General Dental Council in 2000. Nick is a member and examiner for the Royal College of Surgeons (England), is a Faculty member of the British Society of Periodontology and a Fellow of the Higher Education



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Academy. He is currently a Clinical Research Fellow and Lecturer at Bristol Dental School and in addition, is a Clinical Lecturer in Implantology at Cardiff Dental School and has recently taken the post of Professor Restorative Dentistry, Honorary Consultant Periodontics and is the Lead for the MClintDent Prosthodontics at The School of Dentistry, Cardiff University.

His research interests include developing research methodologies, periodontal conditions, bone augmentation and peri-implant lesions, the scientific evaluation of oral health care products, tooth wear, dentine hypersensitivity and tooth whitening. He has conducted more than 95 clinical research studies and has published over 50 papers in peer-reviewed journals in these fields of interest.

Nick lectures in the national and international forum and is a reviewer for high impact dental journals.

Nick founded a thriving dental practice in Cardiff in 1997. In 2010, he established his state of the art dental practice at The Pines in Whitchurch, Cardiff. He has developed a national reputation for aesthetic treatment of complex restorative cases involving periodontal, implant and prosthodontic treatment. Nick's innovative approach to dentistry has led to the adoption and implementation of cutting edge technologies.

Nick lectures widely on his research and practice concepts. He contributes to the periodontology, bone augmentation and peri-implantitis programmes in the Bristol and Cardiff Dental School Masters degrees for Periodontology and Implantology, as well as lecturing on the undergraduate dental program in Restorative Dentistry. He attends the Specialist Advisory Committee for Restorative Dentistry for the Royal College of Surgeons of England as well as being an active member of the British Society of Periodontology, the Association of Dental Implantology, a member of the International Team of Implantology.

Nick utilises his valuable teaching experience as mentor both within and external to the Practice Group, managing complex restorative, periodontal and implant cases for dentists.



## **Roles and responsibilities within the organisation**

Practice owner and Principal dentist of Rhiwbina Dental Surgery Limited.

Clinical mentor to all associate dentists within the organisation.

Alongside Practice Managers, overseeing the day to day running of the practice, taking full responsibility that all rules and regulations are followed and the staff management and financial management of the company.



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## STAFF DETAILS

Name	Position	Relevant qualifications / experience
Prof. Nicholas Claydon	Practice Owner/Principal Dentist	<b>Professor Restorative Dentistry Specialist &amp; Honorary Consultant in Periodontics BDS MScD PhD MJDF RCS (Eng) FHEA CEIA</b>
Dr David Pitt	Associate Dentist	<b>Specialist in Restorative Dentistry BDS (Wales) DPDS MFGDP (UK) MSc (Non-Surgical Facial Aesthetics)</b>
Dr Robert Adams	Associate Dentist	<b>Specialist in Oral Surgery BDS FDS RCS (Eng) MSurgDent RCS MSc (UCL, Implant Dentistry)</b>
Dr Joon Seong	Associate Dentist	<b>Specialist in Periodontics BDS MFDS RCPS (Glasg) PhD FDS RCPS (Glasg)</b>
Mr S Jeremy Hayes	Associate Dentist	<b>Specialist in Endodontics BDS (Wales) FDS RCPS (Glasgow) MRD RCS (Edinburgh)</b>
Dr Gareth Thomas	Associate Dentist	<b>Specialist in Endodontics</b>



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		<b>BDS (Hons), MFDS (RCSEd), MSc (Endo), PGC (Dental Ed)</b>
Professor Dave W Thomas	Visiting Professor	<b>Professor/Hon Consultant in Oral &amp; Maxillofacial Surgery Programme Director BDS, FDRSCSEd, FDSRCSEng (ad eundem), PhD</b>
Dr Wynn Jenkins	Associate Dentist	<b>BDS, DPDS</b>
Dr Colin McCubbin	Associate Dentist	<b>BDS (Edin), DGDP (UK)</b>
Dr Jonathan Colman-Nally	Associate Dentist	<b>BDS (University of Bristol), MJDF RCSEng, MSc Dental Implantology (Distinction)</b>
Dr Shaun Hodge	Associate Dentist	<b>BDS Brist 2015, MFDS RCPS (Glasg)</b>
Dr Richard Crossland	Associate Dentist	<b>BDS University of Manchester 2014 MSc (Dental Implantology) Dip (Restorative and Aesthetic Dentistry)</b>
Dr Lorna Thomas	Associate Dentist	<b>BDS Wales 2008</b>
Victoria Minton	Dental Hygienist	Dip Dental Hygiene Cardiff 2009
Tracey Kinsella	Dental Hygienist	CEB Dip in Dental Hygiene 1992
Bethan Powell	Dental Hygienist/Dental Therapist	Dip Dental Hygiene Bristol 2003 Dip Dental Therapist Bristol 2016
Sarah Lau	Dental Hygienist	Diploma in Dental Hygiene Cardiff 2016





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Aimee Neal	Dental Hygienist	Diploma in Dental Hygiene Brist 2018
Charlotte Walsh	Dental Hygienist	BSc (Hons) Dental Hygiene Portsmouth 2023
Alix Mynett	Dental Hygienist/Dental Therapist	BSc Dental Hygiene & Therapy University of Birmingham 2021
Amy Pearce	Clinical Nursing Lead	NVQ Level 3 Dental Nursing & VRQ Level 3 City & Guilds 2011 <b>Certificate in Dental Radiography 2011</b> <b>Qualified Phlebotomist Level 2 &amp; Advanced</b>
Bryony Hyams	Head Nurse	<b>Qualified Phlebotomist Level 2 2017</b> <b>Diploma in Dental Nursing Level 3 QCF</b> <b>City &amp; Guilds 2021</b>
Lianne Silcox	Dental Nurse	<b>Qual - National Certificate NEBDN 1997</b>
Nicola Davidson	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF</b> <b>City &amp; Guilds 2013</b>
Louise Morgan	Dental Nurse	<b>Qual – Cert in Dental Surgery Assisting</b> <b>NEBDSA 1991</b>
Charlotte Walsh	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF</b> <b>City &amp; Guilds 2018</b>



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Chloe Turner	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2021</b>
Sarah Henry	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2022</b>
Sioned Broad	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2022</b>
Ellie Fishlock	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2024</b>
Keighley Hayman	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2023</b>
Monica Shrestha	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2024</b>
Chelsea McCormick	Dental Nurse	<b>Diploma in Dental Nursing Level 3 QCF City &amp; Guilds 2024</b>
S Jane Lewis	Practice Manager/Registered Manager	<b>Practice Manager for 32 years</b>
Nia Evans	Practice Manager/Registered Manager	<b>Previous Assistant Practice Manager since 2012. NVQ Level 3 Dental Nursing City &amp; Guilds 2004 MBA Essentials 2020 The London School of Economics and Political Science</b>
Sarah Wakeling-Smith (Waldron)	Assistant Practice Manager	<b>National Certificate in Dental Nursing (NEBDN) 2007 Certificate in Dental Radiography (NEBDN) 2010 Qualified Phlebotomist Level 2 2012</b>



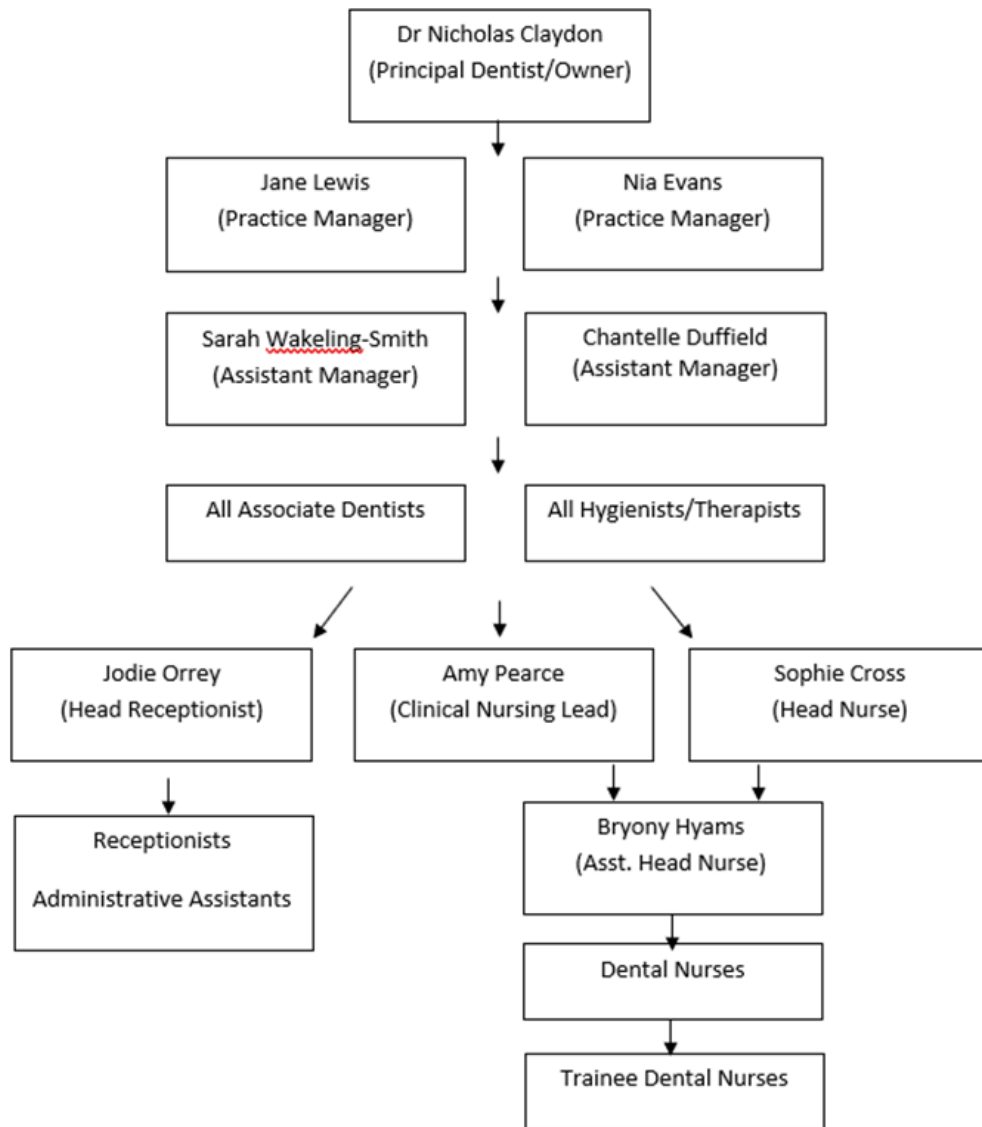
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Chantelle Duffield	Assistant Practice Manager	<b>Previous Practice Receptionist since 2014</b>
Jodie Orrey	Head Receptionist	<b>Practice Receptionist since 2014</b>
Amy Jenkins	Admin Assistant	<b>Assistant since 2011</b>
Kirsty Ward	Receptionist	<b>Receptionist since 2018</b>
Sophie O'Neill-West	Receptionist	<b>Receptionist since 2019</b>
Shauna Quill	Assistant Practice Manager	<b>Previous Practice Receptionist since 2020</b>
Rebecca Lewis	Receptionist	<b>Receptionist since 2021</b>
Megan Farmer	Receptionist	<b>Receptionist since 2023</b>
Jade Gentles	Receptionist	<b>Receptionist since 2023</b>
Abbie Stephens	Receptionist	<b>Receptionist since 2023</b>
Abby Newton	Receptionist	<b>Receptionist since 2023</b>



# RHIWBINA DENTAL

## ORGANISATIONAL STRUCTURE





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## **SERVICES / TREATMENTS / FACILITIES**

Services provided are:

- Routine Dental Care
- Emergency Care
- Dental Hygiene & Therapy
- Teeth Whitening
- Smile Makeovers
- Facial Rejuvenation
- Dental Implants
- Oral Surgery
- Specialist Periodontics
- Specialist Endodontics
- Specialist Restorations
- CBCT Scanning
- Plasma Rich in Growth Factors

## **PATIENTS VIEWS**

We verbally check with patients if they are happy on every visit when visiting Reception and in the surgeries with clinicians.

We also ask patients to leave reviews on our social media sites, Yell and Google reviews and ask that they email the Practice with any feedback they may have.

We operate an open-door policy in Practice, meaning that nay senior member of staff is on hand at anytime for patients to be able to raise any concerns that they may have.



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### **ARRANGEMENTS FOR VISITING / OPENING HOURS**

The Practice is open:

Monday: 8am-8pm

Tuesday: 8am-8pm

Wednesday: 8am-8pm

Thursday: 8am-8pm

Friday: 8am-5pm

Saturday: 8am-4:30pm

Rhiwbina Dental Surgery provides an on-call emergency service for our Private and Denplan patients and are on hand to provide advice and appropriate treatment for genuine emergencies.

Should the need arise please phone 029 20626551 and follow the out of hours message instructions.

Patients will be expected to leave their details on a voicemail before the dentist on call phones them back.

In cases where the dentist on call needs to attend the surgery, the patient must bring a chaperone and only triage can be provided without the presence of a dental nurse.

Telephone advice may be given instead, or in the case of acute emergencies, patients may be advised to attend Accident and Emergency.

Denplan suggest that emergencies should be attended to within 48 hours. The practice prefers that patients are contacted on the same day as their voicemail is received, if done so within 'business hours'.

Private patients will be charged a call out fee of £100 in addition to any treatment provided.

Denplan patients will be asked to sign a Denplan emergency form which can be sent off for remuneration.

## **ARRANGEMENTS FOR DEALING WITH COMPLAINTS**

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service.

When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Mrs Nia Evans.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mrs Evans immediately. If Mrs Evans is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. 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.
3. If the patient complains in writing the letter will be passed on immediately to Mrs Evans.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.



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5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.

We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

For Private Patients:

- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA  
Tel: 02082530800  
E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
Website: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

Health Inspectorate Wales:

- Welsh Government Rhydycar Business Park, Merthyr Tydfil. CF48 1UZ  
Tel: 03000628163

Reviewed March 2024





## **PRIVACY AND DIGNITY**

### **EQUAL OPPORTUNITIES POLICY**

**This is the policy of Rhiwbina Dental in respect of discrimination on grounds of sex, sexual orientation, race, age, disability or religion. This practice is committed to working towards equality of opportunity for every member of the team. This policy is one important way of achieving this objective.**

Please read it carefully. If there is anything you do not understand, please ask Mrs Nia Evans for an explanation.

#### **The policy**

Rhiwbina Dental recognises that discrimination on the grounds of sex, sexual orientation, race, age, disability or religion is harmful and, in many cases, may be illegal. Through this policy, through training and by example, we wish to demonstrate that we do not tolerate discrimination by anyone working at the practice.

#### **Definitions**

**Discrimination** is any form of unfavourable treatment.

**Policy** is the same as a Code of Conduct and it is how we expect everyone in the practice - partners, associates and employees - to behave. It applies to our dealings with each other, with candidates for job vacancies, with suppliers and with our patients.

**The Dental Practice** is the business owned by Professor NCA Claydon and administered by Mrs S Jane Lewis and Mrs Nia Evans.



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**Age discrimination** is any form of treatment which is unfavourable, and which is related to a person's age. Discrimination according to age is illegal under the terms of The Employment Equality (Age) Regulations 2006.

**Direct age discrimination** is treating a person less favourably on the grounds of their age.

**Indirect age discrimination** is applying a provision, criterion or practice equally to all, but which would put a person of that age group at a greater disadvantage when compared with others.

**Sex discrimination** is any form of treatment which is unfavourable and which is related to gender or marital status. Discrimination according to sex is illegal under the terms of the Sex Discrimination Act 1975. The Act applies equally to men and women.

**Direct sex discrimination** is when one person is treated less favourably on the grounds of their sex than a person of the other sex is or would be treated in similar circumstances. This can occur when a person is refused a position or promotion because of their sex or because of a factor which is sex linked, such as the ability to bear children. For example, it is illegal to refuse to employ a woman because she is of child bearing age and 'judged' likely to have children. A candidate should be treated on merit, irrespective of sex.

**Indirect sex discrimination** is a requirement or condition, which cannot be justified on job related criteria on grounds other than sex, which is applied to men and women equally but has the effect, in practice, of disadvantaging a considerably higher proportion of one sex than the other. For example, requiring employees to be of a minimum height, which cannot be justified in terms of the task they have to perform.

**Direct marriage discrimination** can occur when a married person is treated less favourably in employment, because they are married, than a single person of the same sex is or would be treated in similar circumstances.



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**Indirect marriage discrimination** occurs when a requirement or condition of employment, which cannot be justified on job related criteria on grounds other than marital status, is applied equally to married or single persons (of either sex) but has the effect in practice of disadvantaging a considerably higher proportion of married than single people (of the same sex).

**Race discrimination** is any form of treatment which is unfavourable, and which is related to colour, race, nationality (including citizenship), ethnic or national origin. Discrimination according to race is illegal under the terms of the Race Relations Act 1976. As with sex discrimination, race discrimination can be direct or indirect. An example of direct discrimination might be offensive remarks about black people or about a religion or faith where the majority of believers are black. Indirect discrimination might be where an employer requires higher language standards from employees than are needed for the safe and effective performance of the job.

**Victimisation** is when the employer treats an employee (of either sex) less favourably than other employees are or would be treated, because the employee has brought or threatens to bring proceedings or give evidence or information against an employer with reference to the Sex Discrimination Act, Race Relations Act or Equal Pay Act. These provisions do not apply if the original discrimination allegation was false or was not made in good faith.

**Harassment** is a form of discrimination where a person is made to feel uncomfortable because of sex, race, age, disability or religion. It may involve action, behaviour, comments or physical contact, which is found objectionable, offensive or intimidating by the recipient. The recipient may feel threatened, humiliated or patronised by the perpetrator. It is not always a conscious or intentional act but it is the recipient's feelings in response which are important.

**Sexual harassment** is a form of sex discrimination. The practice defines harassment as unwanted conduct of a sexual nature or other conduct based on sex, which affects the dignity of those who work in the practice. This can include unwelcome physical, verbal or nonverbal conduct. Both men and women may be subject to harassment.



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**Racial harassment** is a form of race discrimination and might involve racist jokes and banter or insults, taunts and jibes.

**Religious discrimination** is where a person is treated less favourably because of their religious beliefs; for example, promoting a less able person to work rather than a Jewish person using the reason that the Jewish person would not work on Saturdays. The Fair Employment (NI) Act 1989 enables employees who feel that they have been discriminated against on the grounds of religious belief or political opinion to take action against an employer.

**The right to equal pay** provides equality in the terms of an employee's contract where s/he is employed to perform work which is rated equivalent to that performed by a member of the opposite sex or work of equal value to that of a member of the opposite sex.

**Disability discrimination** is where a person is treated less favourably because of disability. Occasionally a disability can limit a person's capability for some forms of employment. Discrimination occurs when the treatment of the individual is unfavourable taking into account the disability; for example, making it a condition of employment that the employee can drive an unmodified car when the job can be performed adequately without driving.

**Not tolerate** means that we will take disciplinary action in accordance with the practice disciplinary procedure against any employee who breaches this policy. If the allegation involves a self-employed contractor or a partner in the practice, the matter will be dealt with by Mrs Nia Evans.



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## **What you should do if you feel that you are the subject of discrimination or harassment**

### **Discrimination**

Raise the issue with Mrs Nia Evans in the first instance. If the matter is not resolved informally then you should submit a written complaint to Professor NCA Claydon

### **Harassment**

1. Let the perpetrator know how you feel about their behaviour. You could do this either by speaking to them or, if you do not wish a confrontation, by putting your thoughts in writing.
2. Ask them to stop the behaviour.
3. Keep a good record of the incidents.
4. Report the incidents as soon as possible to Mrs Evans. If the incident involves Mrs Evans then you should report the matter to Professor NCA Claydon.

## **What we will do about discrimination or harassment**

1. We will take any allegation seriously. We will listen to your complaint sympathetically and record it thoroughly.
2. We will adopt this policy, modify it in the light of changes in the law and monitor our performance against it.
3. If you make a complaint or allegation of harassment, the practice will initiate its grievance procedure in your contract of employment. The incident will be investigated thoroughly. You will be informed of the outcome and you will be kept well informed at every stage. Your complaint may be treated as confidential if you request it to be so, but, if you wish us to



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investigate or take action, we will have to involve the alleged perpetrator in the investigation of your complaint, who has a right to give their version of the events. We will deal with your complaint as soon as possible and in any event within 20 working days.

4. If you make an allegation of discrimination, the practice will initiate its grievance procedure in your contract of employment. Your complaint will be investigated thoroughly and you will be informed of the outcome within twenty working days.
5. An employee breaching this policy will be liable to disciplinary action. Persistent or blatant discrimination or harassment could lead to dismissal.
6. In the event of an allegation of discrimination by a prospective employee, the incident will be investigated thoroughly and the complainant will be informed of the outcome. The matter will be dealt with as soon as possible and in any event within 20 working days.
7. If you feel that your complaint has not been resolved by the practice, you should contact the local Citizens Advice Bureau for advice. Legal redress may also be sought from an Employment Tribunal and the complaint should be referred to a Tribunal within three months (less one day) of the alleged discriminatory act.



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<b>Date Statement of Purpose written</b>	24/05/2022
<b>Author</b>	N C Evans

### STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	01/05/2023
Reviewed by	N C Evans
Date HIW notified of changes	No changes noted

Date Statement of Purpose reviewed	31/03/2024
Reviewed by	N C EVANS
Date HIW notified of changes	31/03/2024

Date Statement of Purpose reviewed	
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