

# Statement of Purpose

## Provider Details

- **Name of Provider:** The Emergency Dentist Ltd
- **Registered Address:** 33a Rodney Street, Liverpool, L1 9EH
- **Service Address:** 33a Rodney Street, Liverpool, L1 9EH
- **CQC Registration Number:** TBC
- **Registered Manager:** Mr John Lister Duthie
- **Legal Status:** Limited Company

**The Regulated Activity at the above locations is: Primary Dental Care (DEN)**

## Regulated Services Provided

The regulated activities provided comprise:

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

## Aims and Objectives

This dental practice consists of dedicated and professional employees & associates. 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 aim to provide dental care and treatment of consistently good quality for all patients and only to provide services that meet patients' needs and wishes. We aim to make care and treatment as comfortable and convenient as possible.

In addition, we aim:

- To understand and exceed the expectations of our Patients
- 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 and monitor targets in all areas
- To invest in property, equipment and technology and to innovate processes based on a measured business case

## Our Objectives

The objectives of the practice are to deliver a service of high standard 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 and integrity, in complete confidence and the utmost discretion, in comfortable surroundings, at a reasonable cost.

The practice complies with the requirements of the Advertising Standards Authority and the guidance of the General Dental Council and ensures that any advertisements reflect the true nature of services offered.

### **Practice Facilities**

This practice offers dental services to the whole population which consist of:

- Urgent Care
- Preventive advice and treatment
- Routine and restorative dental care
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Referral for Implants
- Restorative dentistry
- Clear Aligner orthodontic treatment

### **Staffing and Management**

The service is staffed by:

- GDC-registered Dentists

- GDC Registered Dental Nurses
- Administrative support staff as required

All staff are suitably qualified, competent, and work within their professional scope of practice. The Registered Manager is responsible for ensuring the service is safe, well-led, and compliant with CQC regulations

### **Facilities within the Premises**

- The Emergency Dentist Ltd is well located on a main bus route with patient parking and local amenities
- Our patient lounge provides a comfortable waiting space
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- There is one downstairs surgery to provide easy access for wheelchair users or people with prams or pushchairs
- We have recently refurbished a bathroom which is wheelchair friendly and easily accessible
- We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive

### **Making an Appointment**

- All patients are seen on an appointment basis
- Emergency appointments are available daily for patients
- Opening Hours: Monday-Sunday 4pm - 11pm

### **Cancellations Policy**

At least 24 hours' notice is required of a cancellation otherwise a charge may be made (where permitted), which will be based on the circumstances of the patient and at the practice's discretion.

### **Smoking Policy**

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

### **Methods of Payment/Credit**

All major credit/debit cards are accepted. Interest free credit available T&C apply

### **Mobile Phones**

Patients are requested not to use mobile phones within the building.

### **Patient Centred Care**

We care about providing the right treatment for patients. Treatments and procedures are only carried out after fully discussing the pros and cons with the patient and consent gained

### **Consultations**

- All consultations are carried out in person with patients, by qualified personnel in the privacy of the treatment room.
- Records of all consultation and treatments are kept in patients' notes
- At the initial consultation, a medical history will be taken and an outline of the problem the patient presents with. They will be given information on any planned procedure and all alternatives will be discussed, and consent obtained prior to commencement.

### **Patient Records**

The details of patients are taken at the initial consultation which also forms part of the patient records.

### **Information provided to the Patients**

This practice ensures that information provided to patients and prospective patients and their families/carers is accurate and that any claims made in respect of services are justified. This is in the form of a Patient Information Leaflets.

### **Treatment of Children**

We do provide treatment for children. We will expect minors to be accompanied to the practice by their parents or guardian.

### **Consent**

- The practice operates a consent policy which will be issued at the first consultation for the patient to read and understand prior to proceeding with any treatment.
- Patients have the right to make their own decisions regarding medical treatment and care. Prior to the commencement of treatment, patients will be required to sign a form of consent.
- Consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding the treatment. Those with a learning disability must be accompanied by a parent or guardian who will sign the consent form on their behalf

### **Patient Surveys**

- The practice will obtain the views of its patients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients
- The Patient Information Leaflet itself is always readily available to patients and copies are available in the waiting room and reception
- It is the policy of this practice also to carry out annual random patient surveys to seek the views of our patients/clients as to the quality of the treatment and care provided by our personnel
- This also enables the practice to ensure compliance with its quality monitoring policy in line with its standards. These results will be available for patients and their families. These will also be issued to the Care Quality Commission as and when requested
- Patients views will be collated into a report by entering the results into a spreadsheet and totals and percentages will be calculated as to the overall performance. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings

### **Privacy and Dignity of Patients**

The privacy and dignity of patients are respected at all times. This practice has a policy of patient confidentiality and all information and records are kept safe and confidential. There are facilities for patients to have private conversations with the clinical and reception staff.

### **Checklist for Consultation**

- We will explain the procedure to the patient and give them an 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

### **Complaints Procedure**

- This practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the Care Quality Commission requirements
- Patients are asked that in the event of any complaint, to speak directly or write to The Practice Manager, Ingrid Hughes. Patients who require further advice regarding the complaints process should direct their enquiry to the Partners who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within two working days and aim to have looked into the 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 as appropriate. If there are any delays in the process we will keep the complainant 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
- At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing

#### **Complaining on behalf of someone else**

The rules of medical 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 illness) of providing this to allow the complaint to be investigated.

If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write (as appropriate) to:

- The Dental Complaints Service (for Private Care and Treatment)

Telephone: 0208 253 0800

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

- NHS England (for NHS Care and Treatment)

The Dental Complaints Service (for Private Care and Treatment)

Telephone: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

- Care Quality Commission

Telephone: 03000 61 61 61

Email: [info@cqc.org.uk](mailto:info@cqc.org.uk)

#### **Help us to get it right**

We constantly try to improve the service we offer, so we will encourage patients/clients to

let us know when we have done something well or if there are any suggestions as to how we can do something better.

Signed: Mr J L Duthie