

STATEMENT OF PURPOSE

Name of establishment or agency	LLANDUDNO SMILES LIMITED
Address and postcode	22 Augusta street, Llandudno, Wales, LL30 2AD
Telephone number	01492 875979
Email address	llandudnosmiles.pm@gmail.com
Fax number	

Aims and objectives of the establishment or agency

- By providing regular care at appropriate intervals for our patients, we will promote good oral health and foster an understanding of its benefits in general well being
- Provide full information to our patients and ensure that by their understanding and involvement, they will feel encouraged to act upon this
- Meet the needs of our patients by providing high quality examination and treatment procedures where required
- This practice will ensure that when advice or treatment needs exceed that which we can provide, the patient will be fully informed and receive efficient, caring and appropriate referral with their consent
- Participate in any local or national health care initiatives or directives aimed at the wider population
- By a continuous programme of training and audit we will ensure that our team will be able to carry out their duties competently and remain focused on the interests of all patients as a core value
- We will continually monitor the patient experiences to ensure we comply with the regulations and meet the healthcare standards
- We will continually set and monitor targets for our performance
- We will invest in property, equipment and technology and to innovate processes based on a measured business case

REGISTERED MANAGER DETAILS	
Name	Carmen Gisca
Address and postcode	22 Augusta street, Llandudno, Wales, LL30 2AD
Telephone number	01492 875979
Email address	Gascacarmen31@gmail.com
Fax number	
Relevant qualifications:	GDC282020
Qualified dental practitioner	
Relevant experience	<p>During my career I had had the experience in managing staff as shareholder in a private dental Clinique in Romania. I gained the skills to deal with customers complaints in a timely and satisfactory manner, to organize staff rota ,deal with staff conflict ,ordering stock, accounting, health and safety of the site, fire and environmental safe checks.</p> <p>During my career as a dentist I had the experience to deal with different patients so I am able to listen to their concerns and effectively resolve them. I am very determined to give my patients a great experience and solve their dental problems according their needs and financial budget.</p>

RESPONSIBLE INDIVIDUAL DETAILS (please delete this section if not applicable)	
Name	Elvis Ahenkorah
Address and postcode	22 Handsworth Crescent , rhyf. L118 4HW
Telephone number	07784747546
Email address	E.k.ahenkorah@gmail.com
Fax number	
Relevant qualifications	
Qualified dental practitioner	GDC 251904
Relevant experience	

Roles and responsibilities within the organisation

Responsible with data protection and fire marshal .

STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Elvis Ahenkorah	Principle Dentist	Dentist 251904
Carmen Gisca	Registered practice manager	Dentist 282020
Daniel Pachter	Implant Dentist	140846
Asha Joseph	Dentist	303232
Isa Yusuf	Therapist	322261
Claire Williams	Hygienist	134408
Gergana Terziyska	Hygienist	274656
Joanne Sharpe	Lead Nurse	231934
Georgia Spencer Williams	Dental Nurse	300265
Nicoleta Arama	Trainee Dental Nurse	
Ahalya Nedunchezian	Trainee Dental Nurse	
Gina Obbard	Office Manager	
Ela Jones	Receptionist	

ORGANISATIONAL STRUCTURE

Elvis Ahenkorah- Principle Dentist -Data protection officer-Fire Marshall-Radiation protection supervisor (RPS)
Carmen Gisca- Registered practice manager -Dentist- First Aider
Daniel Pather- Implant Dentist
Gergana Teriyska- Dental Hygienist - Dental Nurse
Isa Yusuf – Dental Therapist
Clare Williams - Hygienist
Gina Obbard- Office manager -Lead reception -Well being coordinator
Joanne Sharpe- Lead Nurse -Implant nurse -Infection control Lead -Compliance
Georgia spencer Williams - Dental Nurse -First Aider - Reception
Nicoleta Arama- Trainee Dental Nurse
Ahaya Nedunchezian – Trainee Dental nurse
Ela Jones- Receptionist

Staff changes since November 2022 with new additions to the practice.

Please see below for a full list of treatments:

- Dental Examination
- Assessment of soft tissue lesions
- Radiographs- opg / cbct
- Temporary Dressings
- Local anaesthetic
- Minimally invasive restorative procedures
- Restorative procedures without high speed handpieces
- Simple extractions
- Incise and drain abscess
- Management of soft tissue lesions
- Denture treatment care
- Fitting of previously constructed crown/bridgework
- Periodontal care with hand scalers
- Orthodontic care
- Application of fluoride varnish
- Orthodontic treatment
- Laser therapy with dental laser class 4
- Intra oral scanner for impressions
- Simple implants and same day Teeth all on fours implants
- Cosmetic whitening with home kits and surgery Laser whitening
- Botox
- Fillers
- Composite Bonding
- Airflow-guided biofilm Therapy

Delay routine and advance dental care

Delay all non-urgent/ nonemergency treatment procedures using:

- high-speed
- handpieces
- ultrasonic scalers
- surgical handpieces
- 3 in 1
- Aerosol
- advanced restorative and implants

As guidelines become updated, we expect Dentistry to resume back to normal services in the future.

We request patient feedback on our services and treatments and collate all responses and analyse the data. We make any necessary changes to our processes and service to ensure the patient care and journey is of the highest standard.

There is a patient comments book on reception that we discuss in practice meetings and work through solutions to meet the needs of the patients. We communicate any changes to the patients on the notice board on reception, ensuring our patients' views are listened to and acted upon.

ARRANGEMENTS FOR VISITING / OPENING HOURS

What are the opening hours of the establishment?

	Morning	Afternoon
Monday	8.30	17.00
Tuesday	8.30	17.00
Wednesday	8.30	17.30
Thursday	8.30	17.30
Friday	8.00	17.00

What are the arrangements for patients who require urgent care or treatment out of hours?

Anyone who suspects that he/she may have been injured must seek immediate medical help. Where eye injury is suspected, an ophthalmic examination should be arranged immediately at the nearest A&E hospital.

Glan Clwyd Hospital
Rhuddlan Rd,
Bodelwyddan,
Rhyl LL18 5UJ

If you provide in patient care what are the arrangements for contact between patients and their relatives i.e. visiting times

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Please provide details about

- *how to complain if a patient has made a complaint at the desk, we listen and offer to have the issue resolved by either the practice manager or office manager, the named person is not available at the time then the patient will be offered to put the complaint in writing and is acknowledged in 3 working days.*
- *who to complain to the office manager Gina Obbard or Practice Manager Carmen Gisca*
- *how you will deal with a complaint will investigate the complaint and will be taken seriously and thoroughly looked into and ensure that the complaint is dealt with fair and confidentially, and that necessary and portion action is taken in response to any failure identified during investigation. A written copy of our complaint's procedure is available in the patient area.*

- *other sources of help if a patient not happy with how you have dealt with the complaint (include contact details for HIW) For complaints about private treatment we offer them to write to : Rhydycar business park, merthyr tydfil, Cf48 1UZ*

PRIVACY AND DIGNITY

How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of

- *age*
- *disability*
- *gender re-assignment*
- *marriage and civil partnerships*
- *pregnancy and maternity*
- *race*
- *religion or belief*
- *sex*
- *sexual orientation*

Patients will be treated with respect and dignity regardless the age, sex, sexual orientation, disability, pregnancy or maternity, religion or belief. We try to comfort and address to any requests form patients.

Date Statement of Purpose written	Carmen Gisca
Author	09/03/2022

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	24/03/26
Reviewed by	Carmen Gisca
Date HIW notified of changes	24/03/26

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