



## **Statement of Purpose**

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

For Registration with the Care Quality Commission as an  
Partnership

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**St James Dental**

Full Name of Registered Provider: (or names of all partners)	Dr Alexandra Mathewson Dr Alana Mathewson
Full Address of Registered Provider:	St James Dental, St James, Quedgeley, Gloucester.  GL2 4WD
Telephone:	01452 727667
Email Address:	alix@stjamesdental
Care Quality Commission Provider ID:	1-221098117
Provider is:	A partnership
Name of all Partners:	Dr Alexandra Mathewson Dr Alana Mathewson

#### Location of Service Provision:

(If different from above)

Telephone	N/A
Email Address	
Care Quality Commission Provider ID: (if known)	1-221098117

The Registered Manager at this location is:-

Name:	Dr Oliver M Stew
Telephone:	
Email Address:	ollie_stew@hotmail.com

**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. We strive to be acknowledged by our clients, 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 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 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 Location and Facilities**

This practice offers dental services to all its patients which consist of:

- Preventive advice and treatment
- Routine and restorative dental care
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Dental Implants
- Restorative dentistry
- Orthodontic treatments
- Facial Aesthetics
- Sedation
- Snoring Devices

## **Facilities within the Premises**

- St.James Dental Practice is well located on a main bus route with nearby parking and local amenities
- Our 3 large patient lounges provide a comfortable waiting space
- We have a dedicated children's room where children can make themselves at home while they wait and play with a selection of educational puzzles and a large screen television showing children's programmes
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- There are 10 downstairs surgeries to provide easy access for wheelchair users
- We employ digital imaging for instant radiography at the lowest and safest dosage: equipment is registered with the Health and Safety Executive
- We have a dedicated Orthophos SL CT scanner and OPT machine

### **Making an Appointment**

- All patients are seen on an appointment basis

### **Cancellations Policy**

At least 48 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 which includes all forms of electronic cigarettes

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

All major credit/debit cards/cheques/cash are accepted.

### **Car Parking**

There are parking facilities at/near the practice with disabled access

### **Client Centred Care**

We care about providing the right treatment for patients/clients, so treatments and procedures are only carried out after fully discussing the advantages and disadvantages with the patient.

## **Consultations**

- All consultations are carried out in person with patients by qualified personnel in the privacy of the consultation/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/Client Records**

The details of patients are taken at the initial consultation which also form 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 Leaflet.

## **Treatment of Children**

We do provide treatment for children. We will expect minors (under 16) to be accompanied to the practice by their parent or guardian.

## **Consent**

- The practice operates a consent policy in the form of a treatment plan at the first consultation for the patient to read and understand prior to proceeding with any treatment. The signed treatment plan will be scanned into the patient's notes.
- We respect patient autonomy. Patients have the right to make their own decisions regarding medical treatment and care.
- Consent to treatment must always be given freely and voluntarily by a patient capable of making decisions regarding the treatment. Those patients over 16 with a learning disability and who does not have the capacity to make decisions about their care will abide by the Mental Capacity Act 2005 and must be accompanied by a parent or guardian who will sign the consent form on their behalf

## **Patient Surveys**

- It is the policy of this practice also to carry out regular random patient surveys to seek the views of our patients 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 will 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. 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 always respected. The 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

A copy of the complaints process can be seen in the Patient Handbook located in each waiting room

- Patients are asked that should you have a concern or complaint about the service you have received from your dentist or any of the staff working in this practice, please let us know. We operate a practice complaints procedure that adheres to national criteria. Dr Oliver Stew is the responsible person who ensures compliance with complaint Regulations and ensures appropriate action is taken following investigation of a complaint. Sandra Pritchard – Practice Director is responsible for managing complaints.

#### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible at the time or within 6 months of treatment or 6 months of discovering the problem. Should that not be possible and you wish to make a written complaint we shall acknowledge this 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 able 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 investigate a complaint, we shall aim to:**

- Find out what happened and what, if anything, went wrong
- Try and 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)
  - Denplan Complaints  
Telephone: 0800401402  
[www.denplan.co.uk](http://www.denplan.co.uk)

If you are still unhappy after an attempt at resolution by St.James Dental or one of the above organisations, then you may request a review of your complaint by the Ombudsman (Health Service Commissioner)

#### **The Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank London SW1P 4QP

Telephone: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Help us to get it right

We constantly try to improve the service we offer, so we will encourage patients to let us know when we have done something well or if there are any suggestions as to how we can improve. Comments cards are available at reception.

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Dr Alexandra Mathewson (Partner)                      Signed .....                      Date .....

Dr Alana Mathewson (Partner)                      Signed .....                      Date .....

Dr Oliver Stew (Registered Manager)                      Signed .....                      Date .....