

# STATEMENT Of PURPOSE

Version 1.31

## HIW REGISTERED MANAGER

Dr Alison Jones &  
Dr Gaenor Davison

## HIW REGISTERED PROVIDER

Dr Alison Jones &  
Dr Gaenor Davison

## OPENING TIMES

8:30 am – 5:30 pm Monday – Thursday  
8:30 am – 3:45 pm Friday

## EMERGENCY CONTACT NUMBERS

At Home t: 01291 625 610  
In The UK\* t: 0800 525 631  
Overseas\* t: +44 1747 820 841

## AUTHOR

Dr Alison Jones

## LAST AMENDED

30 July 2019

\* Plan members Only

## **OUR AIMS**

- Provide the most competitively priced, high quality private dentistry, care and service in Monmouthshire to plan members and private fee paying patients and their families.
- Use only the highest quality materials and equipment at our modern clinic in Chepstow.
- Adopt a modern, unhurried approach to dentistry and ensure patients needs are always put first.
- Ensure patients are never kept waiting long but are offered longer than industry standard appointment times in order to:
  - Build and establish lasting and trusting relationships with patients and their families.
  - Listen to and consider carefully patients' needs.
  - Educate, explain and discuss ALL suitable treatment options and the importance of oral health.
- Provide and publish a clear, open, and transparent fee structure for plan membership and treatment options.
- Prior to commencing treatment and following detailed discussion provide all patients with a comprehensive written treatment plan and or treatment options for anything other than routine treatments that details contraindications, side effects, what to expect, associated costs, how to pay etc.
- To continually monitor, meet and improve our service / standards through continual training, patient / staff review and feedback.

## **REGISTERED MANAGER & RESPONSIBLE INDIVIDUAL**

Dr Alison Jones

5 Conrad House  
Beaufort Square  
Chepstow  
NP16 5EP  
01291 625610  
info@portwall.co.uk

Dr Alison Jones is a partner in Portwall Dental Surgery and a registered Dental Surgeon.

Alison graduated from Cardiff School of Dentistry in 1995 after winning numerous awards and prizes including the most outstanding student. With over 20 years clinical experience of general dentistry in Chepstow she has developed an enviable reputation throughout the locality.

Alison continues her professional clinical development by actively following the CPD programme set and monitored by the GDC.

Alison also has 5 years experience of managing a dental practice. She regularly attends events

organised by her accountants and professional dental organisations etc. to keep her up to date with the demands of running a business.

## **REGISTERED MANAGER & RESPONSIBLE INDIVIDUAL**

Dr Gaenor Davison

5 Conrad House  
Beaufort Square  
Chepstow  
NP16 5EP  
01291 625610  
info@portwall.co.uk

Dr Gaenor Davison is a partner in Portwall Dental Surgery and a registered Dental Surgeon.

Gaenor has over 30 years clinical experience of general and hospital dentistry. She is a Fellow of the Royal College of Surgeons of Edinburgh and has a special interest in Oral Surgery, Restorative and Cosmetic work and Dental Implants. She actively attends postgraduate training courses to keep up to date with new techniques and guidelines, and is a member of the Association of Dental Implantology.

## **ORGANISATIONAL STRUCTURE & STAFF**

Portwall Dental Surgery is owned and managed by its partners Dr Alison Jones and Dr Gaenor Davison.

In addition to their clinical commitments Alison and Gaenor are responsible for the day to day running of the practice. They are ably supported by reception staff and an experienced team of dental healthcare professionals who share many years' general dentistry experience. Regular team and one to one meetings are held to discuss or review any issues or ideas and to ensure everyone totally understands their roles and responsibilities and are familiar with changes to best practice and the latest legislation etc.

### **DENTAL SURGEONS**

**Dr Alison Jones**  
BDS (Hons)  
GDC No. 70647

Alison graduated from Cardiff School of Dentistry in 1995 after winning numerous awards and prizes including the most outstanding student. With over 20 years clinical experience of general dentistry in Chepstow she has developed an enviable reputation throughout the locality.

**Dr Gaenor Davison**  
BCh D, BSc, FDS, RCS  
GDC No. 63741

Gaenor has over 30 years clinical experience of general and hospital dentistry. She is a Fellow of the Royal College of Surgeons of Edinburgh and has a special interest in Oral Surgery, Restorative and Cosmetic work and Dental Implants. She actively attends postgraduate training courses to keep up to date with new techniques and guidelines, and is a member of the Association of Dental Implantology.

**Dr Laurence Folland**  
BDS (Hons), MFDS RCPS, DipDSed

Laurence graduated from Cardiff Dental School in 2010 after which he undertook a further 2 years of postgraduate hospital training. This

GDC No. 210508

included a year working in an Oral and Maxillofacial unit, gaining experience in all areas of facial surgery and undertaking difficult dental extractions. The other year was spent in Paediatrics and Adult Restorative Dentistry. Following this, Laurence has been working in general dental practice. In 2013 he passed his exams to become a Member of the Faculty of Dental Surgery at the Royal College of Physicians and Surgeons of Glasgow.

## DENTAL HYGIENISTS / THERAPISTS

**Alison Jennings** EDH  
GDC No. 70647

Alison qualified as a Dental Hygienist from Cardiff Dental School in 2002. She has over 12 years experience working alongside Alison and Gaenor.

**Kirsty Payton** BSc  
GDC No. 149979

Kirsty qualified as a Dental Hygienist / Therapist from the University of Manchester in 2008. She has worked in a variety of dental practices across South Wales gaining valuable experience as both a Dental Hygienist and Dental Therapist.

## DENTAL NURSES

**Deborah Friendship**  
GDC No. 137257

Deborah started her career as a dental nurse in Chepstow in 1990 and completed the National Certificate for Dental Nurses in 1996. She has worked with Alison and Gaenor for over a decade and is an integral member of the team.

**Sharon Robbins**  
GDC No. 137254

Sharon started her career as a dental nurse in Chepstow and has over 30 years experience many years of which have been alongside Alison and Gaenor.

**Aneta Duffy**  
GDC No. 269136

Aneta started her nursing career in 2013 and qualified as a registered dental nurse in 2017 upon which she joined us at Portwall Dental Surgery. Aneta very quickly proved to be a popular and valuable member of the team.

## SERVICES, TREATMENTS & FACILITIES

Portwall Dental Surgery has modern ground floor surgeries, reception, waiting area and toilets and with disabled parking bays directly outside is easily accessible to elderly patients and patients with disabilities.

Our team of highly experienced dentists provide private dental care and the most up to date orthodontic, routine, cosmetic and restorative dentistry to families in Chepstow and surrounding areas.

Indicative fees for all treatments (see below) are published on our website and are freely available from reception:

- **GENERAL DENTISTRY**
  - Oral Health Examination
  - Scale & Polish
  - Extractions
  - White Composite Fillings
  - Dental Crowns
  - Dental Bridges
  - Oral Surgery

- **COSMETIC DENTISTRY**
  - Veneers
  - Gum & Tooth Reshaping
  - Teeth Whitening
  - Smile Makeover
  
- **GUM DISEASE & HEALTH**
  - Advanced Gum Health Care
  
- **ENDODONTICS**
  - Root Canal Treatment
  
- **DENTAL IMPLANTS <sup>1</sup>**
  - Dental Implants
  - Implant Supported Dentures
  - Bone Grafting
  
- **ADVANCED RESTORATIVE DENTISTRY**
  - Worn Teeth Treatment
  - Reconstructive Treatment
  
- **CHILDREN'S DENTISTRY**
  - Dental Anxiety Care
  - Trauma Care
  - Prevention Therapy
  - Restorative Care
  
- **EMERGENCY**
  - Dental Emergency Treatment

<sup>1</sup> Dental Implants are carried out by Dr Gaenor Davison. Gaenor is a Fellow of the Royal College of Surgeons of Edinburgh and a member of the Association of Dental Implantology. She has a special interest in Dental Implants and many years experience. Gaenor's preferred product is at present Astratech by Dentsply Sirona.

## **PATIENT VIEWS**

Patient feedback (good or bad) is very important to us and helps us maintain a consistently high quality service. Patient feedback forms are dotted around the practice for patients to complete if they wish.

## **COMPLAINTS**

We take complaints very seriously and are dedicated to providing a high quality service. Our complaints policy and procedure was developed in accordance with documentation provided by the British Dental Association (BDA), the General Dental Council (GDC) and HIW Wales and is available for inspection from reception. Information is also available on our website - [www.portwall.co.uk](http://www.portwall.co.uk).

Complaints are managed by our Complaints Manager Dr Alison Jones.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We aim to acknowledge all formal complaints in writing and enclose a copy of our procedure within 3 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We seek to investigate and address complaints within 10 working days.

Our complaints procedure details contact details for HIW and the GDC should we fail to resolve any complaints to a satisfactory level.

## **PRIVACY & DIGNITY**

Our practice treats ALL patients, irrespective of their ethnic origin, religious or cultural beliefs, sexual orientation, or age with respect and patience at all times.

We also take patient confidentiality very seriously. All team members receive regular reminders and training regarding its importance and compliance with the Data Protection Agency.

Patient records are only accessible by team members involved in the care / treatment of patients which is carried out in a private clinical environment.

All computerised systems are username and password protected with dental software designed for use in a clinical environment. Printed confidential information is strictly protected and / or destroyed in accordance with recommended guidelines.

## **OPENING HOURS & OUT OF HOURS CARE**

Our practice is open 8:30 am – 5:30 pm Monday – Thursday and 8:30 am – 3:45 pm Friday.

An emergency service is provided to registered and non-registered patients and is free to plan members. The emergency service offers telephone advice out of surgery hours until 8:00 pm Monday – Friday and 10:00 am – 4:00 pm on weekends and bank holidays.

## DOCUMENT REVIEWS

Document Author: Dr Alison Jones

Initial Version: 1.1

Date: 01 January 2018

Date Reviewed	10/06/18
Reviewed By	Dr Alison Jones
Document Version	1.1
Document Amendments	Changes to staff: Sam leaving, Aneta & Laurence joining

Date Reviewed	12/06/19
Reviewed By	Dr Alison Jones
Document Version	1.2
Document Amendments	No changes required

Date Reviewed	30/07/19
Reviewed By	Dr Alison Jones
Document Version	1.3
Document Amendments	Removed Helen from list of nurses following resignation.

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Reviewed By	
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