

# BELMONT HOUSE

## D e n t a l P r a c t i c e

### Statement of Purpose

#### Name of Establishment

Dr P George & Associates LTD

**Belmont House Dental Practice**

#### Address

32 Colwyn Avenue

Rhos-on-Sea

Colwyn Bay

Conwy

LL28 4RB

#### Telephone number

01492 547223

#### Email address

[info@belmonthousedental.co.uk](mailto:info@belmonthousedental.co.uk)

#### Aims and objectives

Belmont House Dental Practice provide Private and NHS dental treatment to all patients.

#### Registered Manager

##### Name

Miss Rose-Lyenne Jones

##### Address

Belmont House Dental Practice, 32 Colwyn Avenue, Rhos-on-Sea, LL28 4RB

##### Telephone number

01492 547223

##### Email Address

rosiebelmonthousedental@gmail.com

#### Relevant Qualifications

NEBDN National Diploma in Dental Nursing 2017

Studying - ILM Level 5 Diploma in Management Foundation Degree (enrolled Sept 2017)

#### Relevant Experience

6 years management experience in retail

2 ½ years' experience as a Dental Nurse

**Responsible Individual / Principal Dentist and Practice Owner**

Name	Mr Pynadath George
Address	Belmont House Dental Practice, 32 Colwyn Avenue, Rhos-on-Sea, LL28 4RB
Telephone number	01492 547223
Email address	belmonthousedental@hotmail.co.uk

**Relevant Qualifications**

BDS, MFDS RCPS, DRDP, MSc Rest Dent, PGDip, MSc Imp Dent

**Relevant Experience**

Dental Surgeon, Clinical Lecturer Liverpool University Dental School, Speciality Doctor/Dentist Tertiary Hospital

**Roles and Responsibilities within Belmont House Dental Practice****Staff Details**

<b>Name</b>	<b>Position</b>	<b>Relevant qualifications / experience</b>
Mr Pynadath George	Dentist	BDS, MFDS RCPS, DRDP, MSc Rest Dent, PGDip, MSc Imp Dent, Speciality Doctor/Staff Grade Royal Preston Hospital, Clinical Lecturer in Royal Liverpool Dental Hospital <b>GDC 84470</b>
Dr Catherine Thomas	Dentist	<b>BDS GDC 70700</b>
Dr George Suteu	Dentist	<b>DMD GDC 208682</b>
Dr Llinos Thomas	Dentist	BDS, MJDF Cert RDP Eastman <b>GDC 85305</b>
Rose-Lyanne Jones	Practice Manager/Dental Nurse	NEBDN Diploma in Dental Nursing 2017 6 years retail management Studying foundation degree, ILM Level 5 Diploma in Management <b>GDC 272566</b>
Mrs Carolyn Davies	Hygienist	Diploma in Dental Hygiene <b>GDC 5651</b>
Glenys Griffiths	Receptionist / Dental Nurse / Dental Radiography	NEBDSA cert in Dental Surgery Assisting 1981 Dental Radiography 2008 <b>GDC 110475</b>
Olwen Jones	Dental Nurse	NEBDSA cert in Dental Surgery Assisting 1989 <b>GDC 117118</b>
Katarzyna Korniak	Dental Nurse	NEBDN Diploma in Dental Nursing 2016 <b>GDC 263157</b>
Gemma Quirk	Trainee Dental Nurse	Trainee – studying NEBDN Diploma in Dental Nursing

### Services / Treatments / Facilities

Belmont House Dental Practice provides Private and NHS Dental Treatment to patients of all ages.

### Patients Views

Belmont House Dental Practice values its patient's views.

Belmont House Dental Practice conducts annual patient feedback questionnaires which can be filled out anonymously. These are read by the Registered Manager. Any points raised will be discussed in staff meetings and suggestions for improvements of services will be discussed.

A log book is kept for any verbal or written complaints or suggestions made by patients to staff.

We are looking at implementing a general feedback box in patient waiting rooms, where patients can make suggestions and give feedback on our services. This feedback will be collated by the Practice Manager and discussed at the monthly staff meetings. We are planning on implementing this in the first quarter of 2018.

### Opening Hours and Out of Hours Service

Monday – Friday 09:00 - 17:00 \*

\*Closed 13:00 - 14:00 for lunch

Out of hours service is provided;

Weeknights 18:00 - 21:00

Weekends and bank holidays 09:00 – 13:30

### Arrangements for Dealing with Complaints

Should you wish to make a complaint about any aspect of your visit to Belmont House we aim to acknowledge your complaint within 3 working days and begin investigation. We will notify the complainant when the investigation has been completed and inform of the result. A copy of our full complaints policy is on display in our patient waiting rooms.

### Privacy and Dignity

Belmont House Dental Practice respects the privacy and dignity of all our patients. The practice has policies in place to protect these and all practice policies may be seen upon request.

Date Statement of Purpose written: 15/01/2018

Author: Rose-Lyenne Jones, Practice Manager

Date HIW notified of changes: 23/01/2018

### Statement of Purpose Reviews

This Statement will be reviewed on the 15/01/2018 or sooner if changes are made within the organisation. HIW will be notified within 28 days of any changes made to the Statement of Purpose.