

MURRAY DENTAL

Private Dental Practice
& Implant Referral Clinic

Statement of Purpose

In accordance with the Requirements of
The Health and Social Care Act 2008
(Regulated Activities) Regulations 2010

For Registration with Care Quality Commission as an
individual

Murray Dental Limited

UPDATED 27/01/20

Statement of Purpose

Murray Dental Limited is registered with and regulated by the Care Quality Commission for the following activities

Aims and Objectives:

We always aim to deliver a very high standard of dental treatment in a caring, safe and thoughtful environment, we aim to provide high quality oral care for all our clients who attend the practice.

The service we provide will endeavour to increase our client's awareness of prevention and positive health choices. We keep up to date with current dental education and training so that we deliver comprehensive treatment to our clients. We have an outstanding clinician who provides an implantology service and our other clinicians provide services in all major disciplines of dentistry.

Our Regulated Activities Consist of the following

1. Diagnostic and Screening Procedures

To arrange organise and agree appointments. Review appointments within an appropriate timeframe

Our clients to undergo a complete and detailed examination of the client's oral health with the use of all relevant equipment at the same time discussing all relevant medical history

To inform and keep updated the client as to the results of such assessments and diagnostic screening procedures with a view to discussing treatment options.

2. Treatment of Diseases, disorder or injury

To offer our clients a friendly, welcoming and professional environment

To provide high quality dental services to our client base including consultations, x- rays, restorative work, Endodontic, treatment of periodontal disease, prosthesis and cosmetic work.

To explain the diagnosis to patients in detail, paying attention should be given and any appropriate treatment options including costs, risks, advice etc

To keep our clients informed of costs and to discuss treatment development at all stages.

To obtain valid consent and our clients made aware of GDPR.

To refer to appropriate qualified specialist dental providers where deemed necessary, also provide temporary treatment as required.

To establish and develop an individual dental health regime that will meet their dental care needs and aim for a high level of oral health.

3. Surgical Procedures

To provide detailed information and explanation to all our clients where a surgical procedure is required, outlining the benefits, procedures involved, risks and outcomes.

To obtain valid consent for all surgical procedures carried out at the practice.

To monitor patient progress in line with relevant clinical protocols to ensure that recovery is both full and rewarding.

As a Practice

We will operate within a policy and culture of openness and honesty in everything we do

Use good quality modern materials and approved techniques.

Support continuing staff training and development

Spend enough time with patients to meet their clinical needs

Promote a culture of good and open communication with patients so they can help shape our service delivery.

Client Involvement

We conduct regular surveys of our client views on the service care and treatment they receive
The practice information leaflet/booklet and website are available for our clients to read and make comment on by contacting our practice manager.

Murray Dental has a complaint policy that can be used for the effective and efficient way to easily resolve any of our client's complaints/concerns.

Our clients need and expectations are assessed at the start of treatment, alternatives, benefits and risks are always fully explained before treatment commences and informed/valid consent is always obtained.

Statement Equality, Diversity and Human Rights

Murray Dental Limited recognises the principals of Equality, Diversity and Human Rights for its clients and employees.

Discrimination, Harassment and victimisation are defined in our practice policy and all our staff are required to conform to this policy and bring to the attention of the compliance manager any issues which may breach the policy.

Murray Dental Limited recognises and conforms to the Human Rights Act 1998 also recognises and conforms to GDPR.

Statement on Cleanliness and Infection Control

Murray Dental Limited implements HTMO-01-05 to ensure we meet the recommendations set down for the decontamination of equipment and the premises.

We use disposable equipment whenever possible all other equipment is put through the appropriate decontamination process. All equipment is serviced in line with manufactures guidelines and we ensure we are compliant with appropriate checks.

DBS Checks Disclosure and Barring Services (CRB)

All clinicians and staff hold a current Enhanced Disclosure check.

Name, address and contact details of the service provider and the registered manager

Locations 282 Daventry Road Cheylesmore Coventry	Service Providers Graham Murray GDC 60618	Management Team Nicole Marques and Corrine Manger
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Service Provider / Clinical Dental Director

The clinical dental director is Graham Murray

Registered Manager

Nicole Marques

Staff within the practices:

The support staff work as a team and move to sites as per requirements.

Staff Member	GDC No.	Role
Graham Murray	60618	Principal/Dentist
Bobby Musukwa	3741	Hygienist
Michelle Faulkner	140968	Dental Nurse
Faye Ward	266484	Lead Dental Nurse
Kay Considine	107383	Dental Nurse/Receptionist
Nicole Marques	250062	Registered Manager
Tracey Morris	N/A	Receptionist
Lisa Winders	N/A	Receptionist
Karen Portman	107756	Dental Nurse
Gurprit Jandu	82555	Dentist
John Addy	66129	Associate
Robert Plester	82025	Associate
Andrew McSweeny	228238	Associate
Jean Anderson	no	cleaner
Andreia Santos	281221	Dental Nurse
Karalee McGuire	248230	Dental Nurse
Lauren Taylor	260797	Decontamination Lead Dental Nurse
Molly English	265871	Dental Nurse
Siobhan Lacey	276997	Dental Nurse
Corrine Manger	Not Applicable	HR/Compliance Manager
Stacey Whitham	N/A	Receptionist
Susie Nash	N/A	Lead Receptionist

Facilities within the Locations

1. *Murray Dental Ltd is in Coventry in the West Midlands. There is a bus route that Passes close to the practice (No 21) and there is ample free car parking near the practice and at the practice.*
2. *Our client lounge provides a comfortable waiting space which is bright and with open access to the reception staff.*
3. *We have three fully functioning surgeries within the premises and a separate decontamination room.*
4. *The practice has been modernized and updated with regards to wiring, plumbing, decorating and the introduction of automatic doors for ease of access to the practice.*

All specialised equipment is purchased via reputable firms which include a program for maintenance and repair The practice is well decorated with open access for our compromised clients, the x-ray facility is separate, and we are well equipped to meet the demands of a busy practice.

Making an appointment – All clients are seen on an appointment basis.

Cancellation Policy - At least 48 hours' notice is required of a cancellation otherwise a charge will be made, which will be based on the circumstances of the patient and at the practice's discretion

Smoking Policy - To provide a safe 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.

Mobile Phones - clients are requested not to use mobile phones within the building

Car Parking - There are parking facilities close to the practice.

Client Centred Care - We care about providing the right treatment for clients, so treatments and procedures are only carried out after fully discussing the pros and cons with the patient.

Consultations - All consultations are carried out in person with clients, by qualified personnel in the privacy of the consultation/treatment room.

Records of all consultation and treatments are kept in clients' 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 clients are taken at the initial consultation which also form part of the client records.

Treatment of Children – We do provide treatment for children (Under 18) We will expect minors to be accompanied to the practice by their parents.

Consent - The practice operates a consent policy which will be *[issued/advised]* at the first consultation for the client 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, clients 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.

Privacy and dignity of patients - The privacy and dignity of clients are always respected. This practice has a policy of client 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 client 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 client's complaints which complies with the Care Quality Commission requirements.

Clients are asked that in the event of any complaint, to speak directly or write to *the Registered Manager/Nominated Complaints Lead Nicole Marques*. Clients who require further advice regarding the complaints process should direct their enquiry to the Registered Manager 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 2 working days and aim to have investigated the complaint within 5 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:

- 1 find out what happened and what, if anything, went wrong
- 2 make it possible for the complainant to discuss the problem with those concerned
- 3 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 to:

Care Quality Commission

Healthcare Team

Citygate - Gallowgate

Newcastle upon Tyne - NE1 4PA

Email: info@cqc.org.uk / Website: www.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:..... Date.....

Mr Graham Murray