

Symbiosis Dental's Statement of Purpose

Symbiosis Dental Practice LLP

55 London Road

Pembroke Dock

Pembrokeshire

SA72 6DT

01646 686093

reception@symbiosisdental.co.uk

Our aims and objectives

Symbiosis Dental 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

At symbiosis dental we aim to create a mutual 'symbiotic' relationship between dentist and patient in order to provide services that meet patient's individual needs and wishes. We understand that each patient is unique and so time is taken to talk through treatment options to ensure the most suitable course of treatment is decided upon. 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

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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.

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Registered Managers Details

Miss Jennie Morgan

Symbiosis Dental

55 London Road

Pembroke Dock

Pembrokeshire

SA72 6DT

01646 686093

Jen.Morgan@symbiosisdental.co.uk

Relevant Qualifications

BA Hons Management and Business 2010

A-Level Business Studies 2005

ILM Certificate Practice Management 2008

Level 1 Award Book Keeping and Accounts 2016

Experience

Jennie has worked for Symbiosis Dental, formally Hamilton House Dental Practice, for over 18 years. During this time she has gained the relevant experience and qualifications to help her manage the practice to the best of her ability.

Responsible Individual Details

Mr Peter Morgan

Symbiosis Dental

55 London Road

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Relevant Qualifications

BDS Bristol 1983

Relevant experience

Peter has over 30 years' experience owning the practice and practicing clinical dentistry.

Roles and responsibilities within the organisation

Peter is the principle dentist of Symbiosis Dental and along with his wife Margaret, the co-owner of the business and therefore has the overall responsibility of the running and management of the practice.

Mrs Margaret Morgan

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55 London Road

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Relevant Qualifications

BDS Bristol 1983

Relevant Experience

Margaret has over 30 years' experience owning the practice and practicing clinical dentistry.

Roles and responsibilities within the organisation

Margaret along with her husband Peter is the co-owner of the business and therefore has the overall responsibility of the running and management of the practice. Margaret has retired from clinical dentistry as of January 2018 and is now focusing on the general administration of the practice along with the practice manager, Jennie.

Staff details

Name	Position	Relevant Experience/Qualifications
Dr Peter Morgan	Principle Dentist/Practice owner	BDS Bristol 1983. Over 30 years working in dentistry.
Dr Margaret Morgan	Practice Owner/Manager	BDS Bristol 1983. Over 30 years working in dentistry.
Dr Bruce Johnston	Associate Dentist	BDS Sheffield 2019, MFDS RCS Ed 2022. Experienced in Oral and Maxillofacial surgery.
Miss Jennie Morgan	Practice Manager	BA Hons Management and Business 2010. Over 15 years working at the dental practice.
Miss Charlotte Bryson	Dental Hygienist	Diploma in Dental Hygiene 2020 Cardiff University Wales. Registered and qualified hygienist since 2020.
Mrs Sharon Cox	Dental Receptionist	An experienced healthcare receptionist.
Miss Julie Driver	Dental Nurse	NEBDN 1999 National Certificate in Dental Nursing. Over 25 years' experience working in dentistry.
Mrs Faye Anson	Dental Nurse	NVQ L3 Oral Health Care: Dental Nursing & Independent Assessment City & Guilds 2007. Over 22 years' experience working in dentistry.
Miss Emma Morgan	Dental Nurse	NEBDN 2008 National Certificate in Dental Nursing. Over 8 years' experience working in dentistry.
Miss Emily-Jane Nash	Trainee Dental Nurse	A trainee dental nurse since 2023.

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Our Services, Treatments and Facilities

This practice offers dental services to the whole population of Pembrokeshire which consists of;

Preventative Dentistry

- Routine dental examinations – we encourage all of our patients to attend routine six monthly dental examinations to maintain their oral health. We screen for mouth cancer at each visit and carry out a detailed examination of their teeth and gums. Routine dental examinations are available for all ages; to help with the cost of this we offer free examinations for children aged up to four years old providing a parent or guardian is registered at the practice.
- Dental Hygiene – dietary advice, oral hygiene instruction and scale and polishing is available for all ages. Routine hygiene visits are normally advised to co-occur with routine six monthly examinations for all patients aged 18 and over. However, the number of visits needed per year is tailored to each patient's individual treatment plan.
- Fluoride applications and Fissure sealants - Fluoride applications are a safe and effective way to safeguard a growing child's teeth from developing decay. We therefore offer this treatment to all our registered children when required.

General Dentistry

- Root canal treatment - Root canal treatment is available to all patients aged 18 years and over. Any of our patients aged under 18 years', who require this treatment, would be referred to a specialised provider if necessary.
- Extractions – extractions are offered to all patients when required, advice is provided during their visit and a leaflet is given to take home to outline the aftercare needed. For more complex cases or if sedation is needed, we will refer on to a specialist provider.
- Fillings – fillings are offered to all patients when required.
- Emergency dental care – if patients have a dental emergency outside our practices' opening times they are advised to contact the practice on our normal number; 01646 686093 where they will be greeted with an answerphone message detailing the out of hours emergency arrangements. If patients have a dental emergency during our practice opening times they are advised to contact the practice on the above number. We aim to offer an emergency appointment to registered patients on the same day whenever possible.

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Cosmetic Dentistry

Cosmetic dentistry is available for all ages where appropriate unless specified otherwise.

- White fillings
- Veneers
- Teeth whitening – this treatment is available to adults aged 18 years and older
- Inlays and Onlays

Missing Teeth

The following treatment is available to age appropriate patients when necessary.

- Crowns
- Bridges
- Dentures
- Implants - Although we do not carry out Implants here at Symbiosis Dental, we refer our patients to a specialised clinic in Carmarthen called the West Wales Dental Implant Clinic.

"The West Wales Dental Implant Clinic is one of only a few custom-built clinics dedicated to implant reconstructive surgery. It is run by Tim Lewis who has over 30 years dental experience and over the past 5 years has dedicated himself nationally and internationally to the academic study of implants and further advanced surgical techniques.

The state of the art equipment, such as a 2D imaging and 3D cone beam computerised tomography (CBCT) scanner and operating microscope in the newly constructed surgery and operating theatre ensure the highest possible standards in treatment care".

To read more about our chosen specialised clinic please visit their website www.westwalesdental.co.uk

Orthodontics

Adult orthodontics - We can offer referral privately to Quayside Orthodontics, please visit their website www.quaysideorthodontics.co.uk for further information.

Child orthodontics - we can offer referral privately to Quayside Orthodontics or provide an NHS referral to the local health board who will allocate to a suitable national health orthodontist.

Our Facilities

Symbiosis Dental is a purpose build dental practice which opened in 2011. A lot of care and attention was taken in its design to ensure the practice complies with up to date infection control and health and safety. It is a two story building with two surgeries on

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each level. Both pairs of surgeries have their own private access to a separate dirty room and clean room to ensure the highest level of infection control is met.

The practice also has a separate area for employees at the practice and a locker room with changing facilities for clinical staff. Within the locker room are washing facilities for clinical uniforms to ensure contaminated uniforms do not leave the site.

We are well located on a main bus route with car parking facilities to the rear of the practice. Both levels are wheelchair accessible and designated disabled parking bays are available. Patients are advised to contact the practice prior to their visit to book a disabled bay to ensure disabled parking is available for when they arrive.

Our large patient waiting area provides a comfortable waiting space and refreshments are available on request. We offer our patients complimentary Wi Fi whilst they wait for their dental appointments and a large wall mounted, flat-screen television is active during the day broadcasting 24hour news updates. We have colouring packs and 'goodie bags' available for our younger patients.

The whole of Symbiosis dental is paperless so patient files and records are all password protected to maintain confidentiality. We also use digital imaging for our x-rays which reduces developing times resulting in a faster more efficient service for our patients. We have a card machine at reception enabling us to accept all major card/debit cards.

Symbiosis dental operates a non-smoking policy in order to provide a safe, healthy and smoke free environment for staff and patients.

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Patient Views

We welcome patients' views on the services and treatments we provide as all feedback is useful to us, whether it's to let us know that a particular service or treatment is carried out well or whether it needs improvement. If our patients would like to give feedback on the services or treatment we have provided they can do so in the following ways;

- In person – we are always available to talk to our patients regarding their treatment or our services. Our practice manager Jennifer or Dr Margaret Morgan are on hand daily or alternately patients can talk to their treatment provider.
- In writing – we have postcards for feedback and complaints readily available on the table in the waiting area and at reception. There is a blue box to post the card into or alternatively they can be handed in at reception.
- Online – patients can visit our website www.symbiosisdental.co.uk and write a message through the 'contact us' page.
- Reviews – patients can leave reviews on google, yell and Facebook.

Symbiosis Dental's Opening Hours

All patients are seen on an appointment basis. Our opening hours are;

Monday	9:00am – 5:30pm
Tuesday	9:00am – 5:30pm
Wednesday	9:00am – 5:30pm
Thursday	9:00am – 5:30pm
Friday	9:00am – 5:30pm

Appointment booking is closed for lunch between 12.30 pm - 2.00 pm. However, we are still able to take calls and deal with visitors to the practice during this time.

Cancellation policy – at least 24hours notice is required when cancelling an appointment otherwise a charge may be made (where permitted), which will be based on the circumstances and at the practices discretion.

Out of hour's emergency care

If a patient is registered with us and has a dental emergency outside our opening hours, they are advised to phone the practice on 01646 686093. They will be greeted by an answerphone message which will give details of our out of hour's arrangements.

Arrangements for dealing with complaints

COMPLAINTS POLICY

In case you have cause to complain...

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint system adheres to NHS and Welsh national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be dealt with in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with Miss Jennifer Morgan or Dr Margaret Morgan in order to discuss your concerns. She will explain our complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What we shall do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

If we cannot fully investigate and respond to your complaint within the time limits above, we will keep you fully informed of our progress.

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Complaining on behalf of someone else

Please note that we must keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years.

Responding to your complaint

After we have considered your complaint and reviewed all the information we can obtain in connection with it, we will reply fully to you, with details of:

- The nature and substance of your complaint as it was described to us by you
- The investigations we have undertaken to fully consider the matter complained of
- Our conclusions we have reached after a full investigation and the actions we will take, (if it is found that we have been at fault, failed in our duty of care to you or otherwise acted or failed to act in such a way as to give you cause for legitimate dissatisfaction) to ensure that such an act or omission should not occur again in the future.

What to do if you are unhappy with our response

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However this does not affect your right to complain to the following bodies at any time, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

If you wish further advice you should contact:

- Healthcare Inspectorate Wales (HIW)

Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163
E- mail: hiw@gov.wales; or

- Public Service Ombudsman for Wales

1 Fforddyr Hen Gae
Pencoed
CF35 5LJ
Tel: 0300 790 0203
<http://www.ombudsman-wales.org.uk/>

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You may also like to contact the General Dental Council for more advice.

- General Dental Council

37 Wimpole Street
London
W1M 8DQ
Tel: 020 7887 3800
E-mail: Complaints@gdc-uk.org

If your dental treatment was provided under **private** arrangements, you can contact:

- Dental Complaints Service

37 Wimpole Street
London
W1M 8DQ
Tel: 020 8253 0800
E-mail: info@dentalcomplaints.org.uk

To Raise a concern about health and social care services in Wales contact;

Llais

Llais Milford Haven
Suite 18 Cedar Court, Havens Head Business park
Milford Haven
SA73 3LS
Tel: 01646 697610
E-mail: westwalesenquiries@llaiscymru.org

For those patients registered with this practice with **Denplan** you can contact Denplan by telephone for advice:

Denplan – Tel: 0800 169 7220

Privacy and Dignity

The privacy and dignity of patients are respected at all times. This practice has a policy of patient confidentiality and data protection to ensure all information and records are kept safe and confidential. There are facilities available for patients to have private conversations with the clinical and reception staff.

Symbiosis Dental is committed to promoting an environment which provides for the support and ongoing well-being of patients.

The practices Dignity and Respect policy is based on the principles of excellent staff management and ethical behaviour which underpins the practices value in providing patients with an environment centered upon self-respect, tolerance and support.

The Dignity and Respect policy applies to all patients at the practice. All staff members, including agency workers, are expected to comply with the requirements of this policy.

This Dignity and Respect policy enables the practice manager and dentists to be both proactive and reactive with regard to situations that could compromise a patient's dignity.

The policy aims to give support to all persons connected with a suspected breach of the practice rules (this includes the complainant and the respondent) and explains the practices response to all such complaints.

All staff members have a personal and legal responsibility to comply with this policy on practice premises or in other locations associated with Symbiosis Dental.

The Practice Manager and Dentist have a responsibility to ensure that all complaints are fully investigated in accordance with the practice complaints procedure, and to ensure that all staff members, both permanent or temporary, are made aware of this policy.

Scope

This policy is intended to provide a framework to promote dignity and respect within Symbiosis Dental based on the following standards;

- Ensure that patients are treated with dignity and respect at all times
- Support a working environment based on principles of self-respect, tolerance and support
- Ensure particular attention is paid to treating patients with dignity and respect where any form of abuse has occurred
- Continuously promote good relations to the benefit of all
- Respect and value diversity and contrasting opinion

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- Facilitate a culture whereby patients feel confident to report suspected breaches of this policy, and to believe appropriate action will be taken against perpetrators where necessary.

General

- Patients will be addressed by their title, e.g. (Mr/Mrs/Ms/Miss)
- During staff work-related conversations, patients will be referred to with respect and the subject matter discussed confidentially, regardless of where the discussion takes place in the practice
- The practice will not under any circumstances, stereo-type patients based of pre-formed, perceived opinions
- Conversations about patients must not take place with other staff members outside the practice at any time
- Conversations about patients must never take place between staff member and non-staff members.

During consultations

- Patients whose first language is not English, may have a family member or friend present to interpret and assist
- Washing facilities will be offered to any patient, if required
- 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 consultations

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Statement of Purpose Change History

Review Date	Reviewed By	Item	Date HIW Notified
09/10/2018	Jennie Morgan	New employees' details added for Miss Kelly Edwards, Mrs Sharon Crocker and Miss Lana Lewis. Previous employees' details for Hayley French removed. Addition of Associate Dr Joanne Bolland added.	09/10/2018
22/01/2019	Jennie Morgan	Teeth whitening age restrictions. Removal of six-month smiles services. Addition of Quayside Orthodontics information. Updated information on how to leave views and feedback through the practice website. Informing patients that they can leave reviews on google, yell and Facebook.	22/01/2019
16/05/2019	Jennie Morgan	Removal of Dental Therapist and Hygienist, Bethan Harries from staff details.	16/05/2019
01/11/2019	Jennie Morgan	Removal of Lana Lewis trainee dental nurse from staff details. Addition of Joy Milkins an experienced dental receptionist into staff details.	01/11/2019
18/12/2019	Jennie Morgan	Removal of Kelly Edwards dental receptionist from staff details.	18/12/2019
07/10/2020	Jennie Morgan	Removal of Naomi Prout from staff details. Addition of Natalie Lloyd and Carla Lewis into staff details.	07/10/2020
17/03/2021	Jennie Morgan	Removal of Natalie Lloyd from staff details. Addition of Tina Fecci into staff details. Updated information on Orthodontics for child and adult referral.	17/03/2021
13/07/2021	Jennie Morgan	Removal of Dr Joanne Bolland, Tina Fecci and Sharon Crocker from staff details.	13/07/2021
11/08/2021	Jennie Morgan	Addition of newly qualified dental hygienist Jacquelynn Edwards and trainee dental nurse Amy Lewis.	11/08/2021
08/02/2022	Jennie Morgan	Addition of Associate dentist Dr Simon Gumbley and registered dental nurse Faye Kemp. Removal of dental nurse Carla Lewis.	08/02/2022
08/03/2022	Jennie Morgan	Addition of Keira Slack onto staff details	08/03/2022
27/06/2022	Jennie Morgan	Addition of dental hygienist Charlotte Bryson onto staff details.	27/06/2022
20/06/2023	Jennie Morgan	Removal of dental nurse Amy Ellis	20/06/2023
18/07/2023	Jennie Morgan	Removal of associate dentist Dr Simon Gumbley and hygienist Jacquelynn Edwards. Addition of associate dentist Dr Shannon Cole	18/07/2023
17/10/2023	Jennie Morgan	Updated details of contacts in complaints policy	17/10/2023
05/03/2024	Jennie Morgan	Updated business hours. Removal of Dr Shannon Cole.	05/03/2024
20/03/2024	Jennie Morgan	Updated business hours. Removal of dental	20/03/2024

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		nurse, Keira Slack. Addition of associate dentist Dr Bruce Johnston.	
20/05/2024	Jennie Morgan	Updated business hours. Addition of dental nurse Emma Morgan	20/05/2024
02/08/2024	Jennie Morgan	Addition of trainee dental nurse Emily-Jane Nash	02/08/2024
12/08/2024	Jennie Morgan	Removal of dental receptionist Joy Milkins and addition of dental receptionist Sharon Cox	12/08/2024