

Statement of Purpose

Regulation 5 and Schedule 1 of the private Dentistry (Wales) Regulations 2017 stipulates the information to be included in this document

For

Abersychan Dental Surgery

Full Name of Registered Provider:

Olga Sivova

Full Address of Registered Provider:	Abersychan Dental Surgery 10 Broad Street Abersychan NP4 7BQ
Telephone:	0145775252
Email Address:	surgery@aberdent.co.uk
Provider is:	Abersychan Dental Surgery
Name of all Partners:	Olga Sivova, Pencho Penev

Location of Service Provision:

(If different from above)

Telephone	01495775252
Email Address	surgery@aberdent.co.uk

The Registered Manager at this location is:-

Name:	Rowancrown LTD.
Telephone:	01495775252
Email Address:	surgery@aberdent.co.uk

The Regulated Activity at the above locations is: Primary Dental Care (DEN)

Regulated Services Provided

- We provide general dental services to the whole population. This includes the diagnosis and treatment of dental disease including caries and periodontal disease
- We also take radiographs as an aid to diagnosing the patients' oral condition and undertake dental extractions where necessary
- We are available to treat oral trauma and can follow it up by providing dental restorations we are part of the local emergency rota.
- We also undertake soft tissue screening for early detections of oral cancer

Aims and Objectives

This dental practice consists of dedicated and professional employees. We strive to be acknowledged by our patients, 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 patient expectations.

Our Aims

We aim to promote good oral health to all patients attending our practice for care and advice. We also aim to provide high quality dental care including periodic examinations 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 patients
- 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 ensure an awareness of current national guidelines affecting the way we care for 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 the whole population which consist of:

- Preventive advice and treatment
- The diagnosis and treatment of dental disease including caries and periodontal disease
- Radiographs (taking and diagnosing)
- Soft tissues screening
- Routine and restorative dental care
- Root canal treatment
- Dental hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Restorative dentistry

Staff within the Practice

Olga Sivova	Dentist (BDS)
Pravesh Kumar	Associate Dentist (BDS)
Piotr Stefanczyk	Associate Dentist (LEK DENT)
Carys Miles	Practice manager (DN NVQ Level3)
Uzma Ghulam	Dental Therapist
Elyse MacDonald	Hygienist(CEBDipDent Hygiene)
Swati Rohra	Dental Hygienist & Therapist
Kelly Evans	Dental Hygienist
Michelle Bradley	Dental Nurse (NEBDN)
Rebecca Haynes	Dental Nurse (NVQ Level3)
Aimee Cawkwell	Dental Nurse (NVQ Level3)
Ceri Stephens	Receptionist
Michelle Gunter	Receptionist

Facilities within the Premises

- Abersychan Dental Practice is well located on a main bus route with nearby parking and local amenities

- Our large patient lounge provides a comfortable waiting space
- We have a purpose-built decontamination facility to assure Best Practice standards of infection control
- There is an access ramp and a downstairs surgery to provide easy access for wheelchair users or people with prams or pushchairs. We currently do not have an accessible toilet facility 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

Making an Appointment

All patients are seen on an appointment basis

Opening Hours:

- Monday 9.00 - 1.00 2.00 - 5.00
- Tuesday 9.00 – 1.00 2.00 – 5.00
- Wednesday 8.30 – 1.00 2.00 – 5.00
- Thursday 9.00 – 1.00 2.00 – 6.00
- Friday 9.00 – 12.00 1.00 – 4.00

We have a text message and email reminder service. These messages are sent to patients 48 hours prior to their appointment. This aids minimising failed appointments and late cancellations

Out of Hours

Out of hours emergency phone numbers and arrangements are available to see on the practice front window, this information is also displayed throughout the practice and available on our answering machine when the practice is closed.

Cancellations Policy

At least 24 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.

Methods of Payment/Credit

All major credit/debit cards and American Express are accepted.
Cash

Mobile Phones

Patients are requested not to use mobile phones within the clinical environment.
Free Wi-Fi is available in waiting area.

Car Parking

There is a large free car park directly across the road from the practice.

Patient Centred Care

We care about providing the right treatment for patients, 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 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 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/carer 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 to be accompanied to the practice by their parents.

Consent

- The practice operates a consent policy which is provided at the first consultation for the patient 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, patients 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

Where a patient has learning difficulties, we encourage them to be accompanied by a spouse or carer who is experienced in communicating and reassuring with them and can help us to make sure that the patient understands what is happening.

Patient Surveys

- The practice obtains the views of its patients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective patients
- Patients are notified as to the availability of the survey within the practice's Patient Information Leaflet. The Patient Information Leaflet itself is always readily available to patients and copies are available in the waiting room and reception
- It is the policy of this practice also to carry out 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.
- 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. Explanation of the totals may also be represented by visual aids such as graphs and charts. The results of the survey will also be made available to staff by way of discussion at regular staff meetings. Guidance as to where and how to access the report will be noted in the minutes of these staff meetings

- Our website allows for patient feedback

Privacy and Dignity of Patients

The privacy and dignity of patients are respected at all times. This 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 Health Inspectorate of Wales requirements
- Patients are asked that in the event of any complaint, to speak directly or write to our complaints manager, Mrs Olga Sivova. Patients who require further advice regarding the complaints process should direct their enquiry to Miss Carys Miles who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held at reception.

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 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 in a position 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 look into a complaint, we shall aim to:

- Find out what happened and what, if anything, went wrong
- 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:

- Healthcare Inspectorate Wales (HIW)
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Tel: 0300 062 8163
E- mail: hiw@gov.wales

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
Stephenson House

2 Cherry Orchard Rd

Croydon

CR0 6BA

Tel. 08456 120 540

E-mail: info@dentalcomplaints.org.uk

If your treatment was provided under **National Health Service** arrangements, you can contact the Health Board's Putting Things Right Team on 01495 745656 or email:

puttingthingsright.ABHB@wales.nhs.uk

Or you can write to:

- Judith Paget
Chief Executive

Aneurin Bevan University Health Board

St Cadoc's Hospital

Lodge Road

Caerleon

Newport

NP18 3XQ

For those patients registered at this practice with **Simply Health Professionals** you can contact them by telephone for advice:

Simply Health Professionals: Tel. 0800 169 7220

If you remain unhappy after an attempt at resolution of your complaint by either the practice or one of the above organisations, then you may request a review of your complaint by the Ombudsman:

Public Service Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0845 601 0987

E-mail: ask@ombudsman-wales.org.uk

www.ombudsman-wales.org.uk/

- Alternatively help with complaints and further advice can also be obtained from The Community Health Council:

CHC

Tel: 0845 644 7814

Tel: 02920 235558

Email: enquiries@waleschc.org.uk

Website: communityhealthcouncils.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:

16/01/2026

To be revised May 2026
New changes made January 2026