

STATEMENT OF PURPOSE

Name of establishment or agency	Restore Dental Group
Address and postcode	354 Whitchurch Road Cardiff CF14 3NH
Telephone number	02920 619461
Email address	whitchurch@restoredentalgroup.com
Fax number	N/A

Aims and objectives of the establishment or agency

Our Aims

Restore Dental Group is committed to delivering safe, effective and patient-centred dental care in a welcoming, professional and supportive environment. We aim to:

- Provide high-quality NHS and private dental care that is evidence-based and tailored to each patient's individual needs.
- Deliver care in a clean, safe and comfortable environment that promotes dignity, respect and wellbeing.
- Treat every patient with kindness, compassion, courtesy and professionalism.
- Listen to our patients, involve them in decisions about their care and respond positively to feedback.
- Provide clear information about treatment options, benefits, risks and costs before treatment begins, enabling patients to make informed decisions.
- Offer timely access to routine and urgent dental care according to clinical need.
- Deliver treatment that is clinically appropriate and in the patient's best interests.
- Maintain the highest standards of infection prevention, patient safety and clinical governance.
- Ensure all staff are appropriately trained, supported and committed to continuous professional development.
- Promote equality, diversity and inclusion, ensuring services are accessible to all members of our community.

Our Objectives

Restore Dental Group aims to:

- Deliver high-quality, safe and effective dental care in compliance with Healthcare Inspectorate Wales (HIW) standards.
- Meet or exceed the performance requirements of our NHS contracts and commissioned services.
- Maintain high levels of patient satisfaction through excellent clinical care and customer service.
- Continuously improve our services through patient feedback, clinical audit, quality improvement projects and significant event reviews.
- Maintain our Investors in People (IIP) Gold Award by continuing to invest in the development and wellbeing of our employees.
- Ensure all staff complete mandatory training and Continuing Professional Development (CPD) relevant to their role.
- Maintain full compliance with all applicable legislation, professional guidance and regulatory requirements.
- Foster a positive, inclusive and supportive working environment that encourages teamwork, innovation and continuous improvement.
- Promote environmental sustainability and responsible use of resources across all practice locations.

REGISTERED MANAGER DETAILS

Name	Raid Ali
Address and postcode	Dental Practice Stokes Court Ponthir Newport NP18 1RY
Telephone number	01633 431299
Email address	raid@restoredentalgroup.com
Fax number	N/A

Relevant qualifications

BDS, IQE, MFDS RCS, PGdip

Being a subscribed member of dental tubules, I am passionate about personal professional development; I thrive from learning new skills. I am always keen learner watching different tutorials online at my own leisure, ensuring I am up to date on all new legislation and compliance to endeavour to keep up to date.

Relevant experience

As a proud business owner of an established dental practice since April 2013, during my daily running of the practice I have been faced with many obstacles in which I have endeavoured to overcome.
Each day is a different challenge, which is what I love about my job!

Prior to becoming a partner of Restore Dental Group, I worked in other dental practices as an associate and have learnt a lot about the running and managing of a dental practice from my peers along the way. It has always been a passion of mine and I have always had a keen interest in the way in which systems are managed.

I enjoy utilising my teams skill set to ensure I maximise my team efficiently and effectively to ensure we provide the best service to all of our patients.

I also take the time and enjoy networking at different study days, meetings and events where I meet with other practice managers and enjoy sharing ideas.

We have a business coach who I work closely with and again am always keen to learn from and ask for advice regularly.

Being a member of the LDC I like to ensure I attend regular meetings.

STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Shaun McClure	Principal Dentist	BDS Wales - 1998
Richard Vangasse	Principal Dentist	BDS Wales - 2000
Raid Ali	Principal Dentist	BDS (Baghdad) 1996 IQE (London) MFDS RCS (Edinburgh) PGDIP (Cardiff) 2006
Sion Thomas	Associate	BDS Wales 2019
Erin Davies	Associate	BDS Wales 2019
Cath Roberts	Associate	BDS Wales 2020
Khalid Al Jaafari	Associate	BDS, MSc Restorative LDS Royal College of Surgeons of England 2020
Suad Mubarak	Associate	BDS(AI-Anbar), LDS RCS (Eng)
Taya Chapman	Senior Dental Nurse	Level 3 Diploma in Dental Nursing
Emma Lynch	Implant Nurse	National Certificate in Dental Nursing NEBDN
Shannon Wilton	Implant Nurse	Level 3 Diploma in Dental Nursing

Abbie Pattison	Dental Nurse	Level 3 Diploma in Dental Nursing
Rebecca Phillips	Dental Nurse	Level 3 Diploma in Dental Nursing
Alys James	Trainee Dental Nurse	-
Libby Flanders	Trainee Dental Nurse	-
Carys Rasis	Dental Nurse	Level 3 Diploma in Dental Nursing
Kiana Payne	Receptionist	
Robyn Hall	Trainee Dental Nurse	-
Megan Norris	Trainee Dental Nurse	-
Freyja Hillburg	Trainee Dental Nurse	-
Carla Davies	Reception	
Harriet Wilson	Reception	
Sasha Andrews	Reception	
Lilli John	Reception	

ORGANISATIONAL STRUCTURE

Practice Owners
Raid Ali | Richard Vangasse | John McClure

Group Operational Clinical Manager
Laura Borley

Practice Manager
Charlotte Chapman

Associate Dentists Nursing Team Reception Team Support Services

Associate Dentists

- Sion Thomas
- Erin Davies
- Cath Roberts
- Khalid Al Jaafari
- Suad Mubarak

Nursing Team

Senior Dental Nurse

- Taya Chapman

Implant Nurses

- Emma Lynch
- Shannon Wilton

Qualified Dental Nurses

- Abbie Pattison
- Rebecca Phillips
- Carys Rasis

Trainee Dental Nurses

- Alys James
- Libby Flanders
- Robyn Hall
- Megan Norris
- Freyja Hillburg

Reception Team

- Kiana Payne
- Carla Davies
- Harriet Wilson
- Sasha Andrews
- Lilli John

Support Services

- Beata – Cleaner

SERVICES / TREATMENTS / FACILITIES

Restore Dental Group provides a comprehensive range of NHS and private dental services for **patients of all ages**, from children through to adults. Our treatments are delivered by appropriately qualified clinicians using modern equipment and evidence-based techniques.

General Dentistry

Age Range: Children and Adults

Services include:

- Dental examinations and oral health assessments.
- Diagnosis and treatment planning.
- Preventive dental care and oral health advice.
- Digital dental radiographs (X-rays).
- Scale and polish and periodontal care.
- Tooth-coloured fillings.
- Root canal treatment.
- Tooth extractions.
- Crowns, bridges and dentures.
- Urgent and emergency dental care.

Specialist Equipment:

- Digital X-ray equipment.
- Modern Sirona and Belmont dental units.

Additional Treatments

Invisalign® Clear Aligner Therapy

Age Range: Suitable adolescents and adults following clinical assessment.

Specialist Equipment:

- Invisalign® system.
- Interproximal Reduction (IPR) strips and instruments.
- Digital scanner (where available).

Dental Implants

Age Range: Adults, subject to clinical assessment.

Specialist Equipment:

- Dental implant surgical equipment.
- Implant motor and instrumentation.
- Digital radiography.
- CBCT imaging.

PATIENTS VIEWS

Restore Dental Group is committed to listening to our patients and using their feedback to continually improve the quality of our services. We welcome all feedback, whether positive or constructive, as it helps us identify areas of good practice and opportunities for improvement.

Patients are encouraged to share their views in a variety of ways, including:

- **Patient satisfaction questionnaires** available in the reception and waiting areas.
- **Patient feedback forms**, which can be completed anonymously and placed in a dedicated feedback box within the practice.
- **Online reviews** through Google and the practice's official social media platforms.
- **Direct feedback** provided to members of the practice team, either in person, by telephone or by email.

All patient feedback is reviewed regularly as part of our clinical governance and quality improvement programme. Trends and themes are analysed, and where improvements are identified, appropriate action plans are developed and implemented. Feedback and any resulting changes are

discussed at team meetings to support the continuous improvement of our services and patient experience.

ARRANGEMENTS FOR VISITING / OPENING HOURS

Opening Hours

- Monday: 8:00am – 5:00pm
- Tuesday: 8:00am – 5:00pm
- Wednesday: 8:00am – 5:00pm
- Thursday: 8:00am – 5:00pm
- Friday: 8:00am – 5:00pm

Urgent and Out-of-Hours Care

Patients requiring urgent dental advice or treatment outside normal opening hours are provided with clear instructions via the practice telephone answering service.

NHS patients are directed to the appropriate out-of-hours emergency dental service in accordance with local Health Board arrangements. Private patients are provided with the appropriate emergency contact details for urgent dental care outside normal practice hours.

Information regarding the practice's opening hours, contact details and out-of-hours arrangements is clearly displayed:

- At the practice premises.
- Within the patient information leaflet.
- On the practice website.
- Across the practice's official social media platforms.

The practice is committed to ensuring patients can easily access information on how to obtain urgent dental advice and treatment when the practice is closed.

Inpatient Care

Restore Dental Group provides primary dental care on an outpatient basis only. The practice does not provide inpatient care; therefore, arrangements for patient visiting or contact with relatives do not apply.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Restore Dental Group is committed to providing a high standard of care and welcomes all feedback from patients. We encourage patients to raise any concerns or complaints so that we can resolve them promptly and use the feedback to improve our services.

Complaints are handled fairly, confidentially and in accordance with the practice's Complaints Policy. All complaints are acknowledged, investigated thoroughly and responded to as quickly as possible.

Information on how to make a complaint is available at reception, in the patient information leaflet and on the practice website. If a patient remains dissatisfied following our response, they will be provided with details of the appropriate organisation to whom they can escalate their complaint.

We regularly review complaints and feedback to identify learning opportunities and improve the quality of care and service we provide.

Complaints policy - NHS Treatments

Code of practice for patients complaints

At Restore Dental Group we take complaints very seriously and try to ensure that all of our patients are pleased with their experience of our service. We endeavour to deal with any complaints courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service would be The Clinical Manager; Charlotte Chapman. Please find contact details below.

Telephone Number: 02920 619461 Email address:
c.chapman@restoredentalgroup.com

Monday 8-5.30pm

Tuesday 8-5.30pm

Wednesday 8-5:30pm

Thursday 8-5.30pm

Friday 8-2pm

2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to The Clinical Manager immediately. If The Clinical Manager is not available at the time, then the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for The Group Operational Clinical Manager, Laura Borley. Please find contact details below.

Telephone Number: 02920 619461 Email address:
l.borley@restoredentalgroup.com

3. If the patient complains in writing or by e-mail it will be passed on immediately to The Clinical Manager.

4. 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.

5. We will acknowledge any complaint in writing and enclose a copy of the complaints policy as soon as possible, normally within 3 working days. We will offer to discuss the complaint at the time agreed with the patient, asking how the patient would like to be informed of developments, for example by telephone, letters or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of expected time scale for completing the process.

6. We will seek to investigate the complaint speedily and efficiently and will keep the patient informed as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 28 days.

7. When we have completed our investigation we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered,

the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

8. We keep comprehensive records of any complaints received as well as any actions taken to improve services as a consequence of a complaint.

9. If patients are not satisfied with the result of our procedure then a complaint can be referred to:

Cardiff and Vale Local Health Board,
Concerns Department
Brecknock House,
University Hospital of Wales,
Heath Park,
Cardiff, CF14 7XB

Public Services Ombudsman for Wales (PSOW)

Public services Ombudsman for Wales,
1 Fford Yr Hen Gae,
Pencoed, CF35 5LJ

Telephone Number: 03007900203 Fax: (01656) 641199 Website:
www.ombudsman-wales.org.uk

Complaints policy - Private Treatments

Code of practice for patients complaints

At Restore Dental Group we take complaints very seriously and try to ensure that all of our patients are pleased with their experience of our service. We endeavour to deal with any complaints courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service would be The Clinical Manager; Charlotte Chapman. Please find contact details below.

Telephone Number: 02920 619461
Email address: c.chapman@restoredentalgroup.com

Monday 8-5.30pm

Tuesday 8-5:30pm

Wednesday 8-5:30pm

Thursday 8-5:30pm

Friday 8-2pm

2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to The Clinical Manager immediately. If The Clinical Manager is not available at the time, then the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for The Group Operational Clinical Manager, Laura Borley. Please find contact details below.

Telephone Number: 01633 431 299 Email address:
l.borley@restoredentalgroup.com

3. If the patient complains in writing or by e-mail it will be passed on immediately to The Clinical Manager.

4. 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.

5. We will acknowledge any complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

6. We will seek to investigate the complaint in 10 working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet with us, then we will attempt to talk to them over the telephone. If we are unable to investigate the complaint in 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

7. We will confirm the decision about the complaint in writing immediately after completing our investigation.

8. Comprehensive records are kept of any complaint received.

9. If patient are not satisfied with the result of our procedure then a complaint may be made to:

Healthcare Inspectorate Wales,

Rhydycar Business Park,

Merthyr Tydfil,

CF48 1UZ,

Telephone Number: 0300 062 8163

Fax Number: 0300 062 8387

Email address: hiw@gov.wales

Website: www.hiw.org.uk

Dental Complaints Service,

Stephenson House,

2 Cherry Orchard Road,

Croydon,

CR0 6BA

Telephone Number: 08456 120 540

Fax Number: 0208 263 6100

Email: info@dentalcomplaints.org.uk

Website: www.dentalcomplaints.org.uk

Public Services Ombudsman for Wales (PSOW)

Public services Ombudsman for Wales,

1 Fford Yr Hen Gae,

Pencoed,

CF35 5LJ

Telephone Number: 03007900203

Fax: (01656) 641199

Website: www.ombudsman-wales.org.uk

The General Dental Council,

37 Wimpole Street,
London,
W1G 8DQ
Telephone: 02071 676 000

PRIVACY AND DIGNITY

Restore Dental Group is committed to providing care that respects the privacy, dignity and individuality of every patient. We are dedicated to delivering services that are fair, inclusive and free from discrimination, in accordance with the Equality Act 2010.

All patients will be treated with dignity, compassion and respect, regardless of their:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Where appropriate, reasonable adjustments will be made to ensure patients with disabilities or additional needs can access our services safely and comfortably. Interpreting services and other communication support will be arranged where reasonably practicable to meet individual needs.

Patient consultations and treatment are carried out in private clinical environments to maintain confidentiality and dignity. Personal and sensitive information is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and is only collected, used and shared where there is a lawful basis to do so.

All members of the practice team receive training in equality, diversity, inclusion, confidentiality and information governance, and are expected to uphold the highest standards of professional conduct at all times.

Restore Dental Group operates a clear Complaints Policy, enabling patients to raise concerns or provide feedback. All concerns are taken seriously and

managed promptly, fairly and confidentially, with the aim of continually improving the quality of our services.

This version is more aligned with **Healthcare Inspectorate Wales (HIW)** expectations, as it demonstrates how the practice protects patient privacy, promotes equality and diversity, makes reasonable adjustments where needed and complies with current data protection legislation.

Date Statement of Purpose written	05/01/2026
Author	Raid Ali

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	26/01/2022
Reviewed by	Laura Borley
Date HIW notified of changes	26/01/2022

Date Statement of Purpose reviewed	23/01/2023
Reviewed by	Laura Borley
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Date Statement of Purpose reviewed	15/01/2024
Reviewed by	Laura Borley
Date HIW notified of changes	15/01/2024

Date Statement of Purpose reviewed	20/01/2025
Reviewed by	Laura Borley
Date HIW notified of changes	20/01/2025

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Reviewed by	Laura Borley
Date HIW notified of changes	05/01/2026