

## STATEMENT OF PURPOSE

Name of establishment or agency	Hilltop View Dental Practice
Address and postcode	222 High Street Blackwood Gwent NP12 1AJ
Telephone number	01495 224166
Email address	reception@hilltopviewdentalpractice.co.uk
Fax number	

### Aims and objectives of the establishment or agency

To provide dental treatment to the local community.

## REGISTERED MANAGER DETAILS

Name	Lisa White
Address and postcode	222 High Street Blackwood Gwent NP12 1AJ
Telephone number	01495 224166
Email address	reception@hilltopviewdentalpractice.co.uk
Fax number	
Relevant qualifications	
Relevant experience	Worked at the practice for 40 years

## RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Simon Rice
Address and postcode	222 High Street Blackwood Gwent NP12 1AJ
Telephone number	01495 224166
Email address	simonrice@hotmail.com
Fax number	
Relevant qualifications	BDS Manchester
Relevant experience	27 years in general practice
Roles and responsibilities within the organisation	Principal dentist. Director of company. Responsible for all staff.



**ORGANISATIONAL STRUCTURE**

*Please insert a diagram or description of your organisational structure  
(please delete this section if not applicable)*

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### SERVICES / TREATMENTS / FACILITIES

*Please detail each treatment you intend providing with the age range and any specialist equipment used*

Dental exams – All patients  
Restorative work – All patients  
Endodontic Work – All patients  
Cosmetic work – Age 18+  
Scale + Polish – All patients  
Dentures – All patients

### PATIENTS VIEWS

*How do you seek patient's views on the services / treatments you provide?*

We have a suggestion box in reception.  
Patients fill in a questionnaire.  
Talking to patients and listening to their concerns.

## ARRANGEMENTS FOR VISITING / OPENING HOURS

*What are the opening hours of the establishment?*

*What are the arrangements for patients who require urgent care or treatment out of hours?*

*If you provide in patient care what are the arrangements for contact between patients and their relatives i.e. visiting times*

Opening hours:

- Monday & Wednesday 8:30am – 17:30pm
- Tuesday & Thursday 9:00am – 17:00pm
- Friday 9am – 13:00pm

NHS out of hours care provided by Local Health Boar. 01633 744387

Private patients out of hours care covered by private rota. 07623984723

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

*Please provide details about*

- *how to complain*
- *who to complain to*
- *how you will deal with a complaint*
- *other sources of help if patient not happy with how you have dealt with the complaint (include contact details for HIW)*

Private Patients.

### **PROCEDURE FOR HANDLING PATIENTS COMPLAINTS**

In this practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with 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 we provide is Lisa White.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Lisa White immediately.

If Lisa White is not available at the time, then the patient will be told when he or she will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this

within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangement will be made for someone else to deal with it.

3. If the patient complains in writing the letter will be passed on immediately to; Dr Simon Rice
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to:

Healthcare Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Tel: 0300 062 8163  
Email: [HIW@gov.wales](mailto:HIW@gov.wales)



## PRIVACY AND DIGNITY

*How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of*

- *age*
- *disability*
- *gender re-assignment*
- *marriage and civil partnerships*
- *pregnancy and maternity*
- *race*
- *religion or belief*
- *sex*
- *sexual orientation*

All patients will be treated with respect and dignity regardless of the above by all staff members.

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<b>Date Statement of Purpose written</b>	March 2016
<b>Author</b>	Simon Rice

**STATEMENT OF PURPOSE REVIEWS**

Date Statement of Purpose reviewed	06/05/2026
Reviewed by	Simon Rice
Date HIW notified of changes	06/05/2026

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Hilltop View Dental Practice

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