

North Street Dental Practice

Statement of Purpose

In accordance with the Regulations of The Health and Social Care
Care Act 2008 (Regulated Activities) Regulations 2014

For Registration of North Street Dental Practice
with the Care Quality Commission

North Street Dental Practice

72 North Street,
Bourne
Lincolnshire
PE10 9AJ
Tel 01778 422785

Date of issue: - 13th April 2021

Statement revised April 2025

Aims and objectives.

Our Aims: -

This dental practice is made up of dedicated and professional employees. Our aim is to provide quality dental health care at an affordable price in a safe environment for both patients and staff. We want patients to feel comfortable with all aspects of their dental treatment including: -

Talking about dental problems patients may have in a respectful and friendly way, ensuring their privacy while maintaining confidentiality at times.

Discussing with patients all the treatment options,

Involving patients in decision making where this is appropriate,

Making the chosen treatment as comfortable and as convenient as possible

We encourage patients to complain if they feel the treatment doesn't meet their expectations. In such circumstances we will make every effort to learn from it and make any necessary improvements possible.

Finally, we aim to treat all our patients with the degree of respect they deserve.

Our objectives

The objectives of the practice are to deliver a high standard of service in line with professional standards: -

To be accountable for individual and team performance

To support each other in achieving patients' 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 our staff are well trained and competent through personal development.

We want to provide our patients with a personal service, integrating the highest quality dental materials and laboratory work with the latest. evidence based techniques and protocols.

The practice complies with the requirements of the Advertising Standards Authority and ensures that any advertising carried out reflects the true nature of the services offered.

Services Provided

The Regulated activities carried out at this practice include: -

- Treatment of disease, disorder, or injury
- Surgical procedure
- Diagnostic and screening procedures

This practice offers dental services to all its patients which consists of:-

- Preventative advice and treatment
- Routine and restorative dental care
- Root Canal treatment
- Dental Hygiene
- Surgical treatment
- Tooth whitening
- Crown and bridgework
- Implants

Name, address, and contact details of the service provider

Dr Liam Fitzpatrick, North Street Dental Practice.

72 North St Bourne Lincs PE10 9AJ

Service Provider/ Clinical Director

Dr Liam Timothy Fitzpatrick GDC number 61253

Practice Receptionist

Mrs Tracey Fitzpatrick

Staff

Mrs Beverley Smith (Dental Nurse) GDC number 156198

Ms Julie Pallett (Dental Nurse) GDC number 148201

Mrs Gemma Roland (Dental Hygienist) GDC number 103760

Facilities within the Premises

Our Dental Practice is situated in a semi-detached building on Bourne High Street.

The street has free parking limited to 40-minute waiting. There is unrestricted parking on the adjoining road on St Gilberts Street.

We have a comfortable reception area with low seating with a smart flat screen television on the wall.

We welcome patients of all ages, including children, and elderly patients. We have a ramp at the back of the practice for patients with mobility issues. We also have ground floor toilet facilities.

We have 2 first floor surgeries, one which is dedicated to hygiene treatment. All the surgeries having decontamination and sterilisation areas the upper dental surgery having a purpose-built sterilisation room with vacuum autoclave. All treatment rooms are fitted with air filtration systems.

The 2 dental surgeries have small digital x-ray machines.

We have a dedicated digital OPG room downstairs. Our digital radiography facility produces instant images with the lowest x-ray dosage to patients.

We will always try to see emergency patients the same day to help minimise any suffering from dental pain. We offer out of hours emergency treatment where it is appropriate.

Making an appointment – All patients are seen on an appointment basis with the shortest possible wait.

Cancellation Policy – We request patients give us 48 hours' notice of a cancellation otherwise a charge may be made depending on the circumstances.

Methods of payment- We accept cash, credit or debit cards, our business bank no longer accept cheques.

Mobile phones – We request patients do not use mobile phones on the surgery premises.

Consultations – All consultations with patients are carried out by qualified personnel.

in the privacy of the surgery/treatment room. We aim to paper-free practice now so records of all consultations are saved on computer files. Medical history forms are emailed out to patients to sign via a secure portal.

Patients are requested to keep their medical histories updated where necessary at each visit, otherwise this is done at their regular 6 monthly recall appointments.

Patient Information Leaflets. We try to ensure that all information provided to patient/clients and prospective patients is accurate and that any claims made in respect of services are justified.

Treatment of Children – We have a practice policy that all children under the age of 16 be accompanied by a parent or guardian.

Consent - The practice operates a consent policy which is issued/advised at the first consultation for the patient to read/and understand prior to proceeding with any treatment.

We believe patients have the right to make their own decisions regarding dental treatment and care. Patients are required to sign their treatment plans as confirmation of their consent.

We believe consent to treatment must always be given freely and voluntarily by a person capable of making decisions regarding the treatment. Those individuals with learning disability or other mental incapacity must be accompanied by a parent or guardian who will sign the consent form on their behalf.

Patient Surveys – We try to obtain the views of our patients on a regular basis using patient surveys. We use the feedback to improve the provision of treatment and care to all our patients moving forward.

Complaints procedure- This practice operates a complaints policy which complies with the Care Quality Commission requirements. Patients are asked in the event of any complaint to speak directly or write to Tracey Fitzpatrick. Patients who require further advice should direct their enquiry to Mrs Tracey Fitzpatrick who when applicable will recommend the services of an independent advocate. A copy of our complaint's procedure can be found on the wall of the waiting room. There is also a more comprehensive copy of the policy in the practice information folder in patient seating area.

What shall we do – Our complaints procedure is designed to make sure we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 days and aim to have investigate the complaint within 10 working days of the date when it was raised. By this time, we should be in a position to offer an explanation, or a patient meeting as is appropriate. Should there be any delay in the process we will aim to 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 complainant in detail, either in person or in writing.

Complaining on behalf of someone else – The rules of dental confidentiality will be adhered to if the complaint is received on behalf of someone else. Written permission by the person raising the complaint will be required unless they are incapable (e.g., because of illness). Should the complaint not be resolved to the patient's satisfaction, the patient is advised to speak or write to either: -

The Dental Complaints Service – (for complaints about private treatment).

Tel No 08456120540

The General Dental Council, 37 Wimpole Street, London W1M 8DQ

Tel No 02078873800

Help us get it right. We encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can improve our service.

Dr L T Fitzpatrick BDS, DGDRC