



## STATEMENT OF PURPOSE

|                                 |                                                                  |
|---------------------------------|------------------------------------------------------------------|
| Name of establishment or agency | Old Oak Dental Practice                                          |
| Address and postcode            | Unit 8 Parc Pensarn<br>Carmarthen<br>Carmarthenshire<br>SA31 2NF |
| Telephone number                | 01267 236548                                                     |
| Email address                   | info@oldoakdentists.co.uk                                        |
| Fax number                      |                                                                  |

## Aims and objectives of the establishment or agency

We aim to provide a high standard of dental care for our patients. This includes initial consultation, radiographs, periodontal treatments, fillings, prosthetics (crowns, bridges, veneers and dentures), endodontic treatments, extractions and tooth whitening.

Our treatment plans are based on the individual needs of each patient.

Our main focus is of prevention of dental diseases and promotion of good oral health.

We consult and refer to other professionals to provide the best possible care for our patients.

Our team have the correct training and skills to carry out duties in a competent manner.

We ensure privacy and dignity of our patients at all times.



We ensure that the practice complies to the HTM 01-05 standards and procedures to maintain the highest cross infection/decontamination standards.

### REGISTERED MANAGER DETAILS

|                         |                                                                                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------|
| Name                    | Kaye Marie Evans                                                                                            |
| Address and postcode    | Unit 8 Parc Pensarn<br>Carmarthen<br>Carmarthenshire<br>SA31 2NF                                            |
| Telephone number        | 07557553147                                                                                                 |
| Email address           | reception@oldoakdentists.co.uk                                                                              |
| Fax number              | 01267 221498                                                                                                |
| Relevant qualifications | NEBDN Dental Nursing Certificate<br>NEBDN Dental Radiography Certificate<br>Diploma in Business Management. |
| Relevant experience     | 25 Years in Practice. 24 of which in this Practice                                                          |



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## RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

|                         |                                                                                                                  |
|-------------------------|------------------------------------------------------------------------------------------------------------------|
| Name                    | Dr Adam J Llewellyn                                                                                              |
| Address and postcode    | Unit 8 Parc Pensarn<br>Carmarthen<br>Carmarthenshire<br>SA31 2NF                                                 |
| Telephone number        | 07894912814                                                                                                      |
| Email address           | info@oldoakdentists.co.uk                                                                                        |
| Fax number              |                                                                                                                  |
| Relevant qualifications | BDS (hons) Wales                                                                                                 |
| Relevant experience     | Owner of two other Dental Practices in Wales (Llandeilo Dental Practice & Llandovery Dental Practice) since 2012 |



Roles and responsibilities within the organisation

### STAFF DETAILS

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

| Name               | Position                       | Relevant qualifications / experience             |
|--------------------|--------------------------------|--------------------------------------------------|
| Adam Llewellyn     | Principal Dentist              | BDS (hons) Wales                                 |
| Christina Evans    | Associate Dentist              | BDS MFDS RCS                                     |
| Shannon Cole       | Associate Dentist              | BDS                                              |
| David Morgan       | Area Manager                   |                                                  |
| Jenna Davies       | Associate                      | BDS                                              |
| Jennifer Llewellyn | Associate                      | BDS                                              |
| Catrin Jones       | Dental Hygienist and Therapist | BSc Dental Hygiene and Dental Therapy            |
| Alex Edwards       | Associate                      | BDS (hons) Cardiff                               |
| Sarah Wright       | Dental Hygienist               | Dip Dent Hyg                                     |
| Ian Pardoe         | Associate                      | BDS University of Wales                          |
| Lee Walker         | Dental Hygienist               | Dip Dent HYG                                     |
| Cari Jones         | Dental Hygienist               | Dip Dent HYG                                     |
| Madison Taylor     | DF1 Dentist                    | BDS                                              |
| Kaye Evans         | Manager/Receptionist/<br>Nurse | NEBDN Dental Nursing<br>NEBDN Dental Radiography |



|                    |                   |                                     |
|--------------------|-------------------|-------------------------------------|
| Louisa Howells     | Head Dental Nurse | Dental Nursing Certificate          |
| Courtney Charles   | Dental Nurse      | NVQ L3 Dental Nursing City & Guilds |
| Kelsey Mayes       | Dental Nurse      | NVQ L3 Dental Nursing City & Guilds |
| Leah Padfield      | Dental Nurse      | NVQ Level 3 in Dental Nursing       |
| Elinor Lake        | Dental Nurse      | NVQ L3 Dental Nursing City & Guilds |
| Paige Daniel       | Trainee Nurse     |                                     |
| Latoyah Mainwaring | Trainee Nurse     |                                     |
| Abbey Thomas       | Trainee Nurse     |                                     |
| Naomi Allen        | Trainee Nurse     |                                     |
| Rosaline Jones     | Receptionist      |                                     |
| Lauren Walters     | Receptionist      |                                     |
| Megan Pritchard    | Trainee Nurse     |                                     |

### ORGANISATIONAL STRUCTURE

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



## SERVICES / TREATMENTS / FACILITIES

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

As a general dental practice, we provide the full range of general dentistry including root treatments using rotary instruments, crowns, bridges, dentures, and Periodontal treatments.

Specialities covered by referral include: Orthodontics, Implantology, Facial Aesthetic treatments.

These treatments are provided to the whole local population according to their personal needs.



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### PATIENTS VIEWS

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

We constantly run a patient survey, to find out what we are doing well at or what we could be doing better.

We record all verbal suggestions

We have a suggestion box so that patients can offer their views.

### 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

The Practice is open Monday – Thursday 8.30am – 5.00pm  
Friday 8.30am -2.30pm  
Saturday & Sunday - Closed

Our arrangements for urgent care are patients with a dental emergency out of hours contact our main telephone number where there are full details on our answer machine of how to contact a dentist on call or details of how to contact NHS Direct.

### 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)*

Details of how to make a complaint are clearly displayed at our reception. Patients can complain in writing or by filling in a form which is available at reception, addressed to David Morgan – Complaints Manager.

We aim to respond to apologise for the patients concerns within 5 working days.

We will seek to investigate the complaint and put things right using “listening to people” within 25 days of receipt. Should we be unable to investigate within this time frame we will notify the patient giving reasons for the delay and expected period within which the investigation will be completed.

We will confirm our decision about the complaint as soon as possible after completing our investigation. Proper and comprehensive records are kept of any complaints received.

Should the patient not be fully satisfied with the results of the investigation a further complaint can be made to:

## For complaints about NHS treatment:

### **Hywel Dda Local Health Board**

Email: [hdhb.patientsupportservices@wales.nhs.uk](mailto:hdhb.patientsupportservices@wales.nhs.uk)

Post: Freepost Feedback @ Hywel Dda

Tel: 0300 0200 159

## For help with a complaint, you can contact your local health community council:

Llais – West Wales  
Government Building  
Picton Terrace



Carmarthen  
SA31 1BT

Tel: 01646 697610  
Email: [westwalesadvocacy@llaiscymru.org](mailto:westwalesadvocacy@llaiscymru.org)

**Dental Complaints Service**

Stephenson House  
2 Cherry Orchard Road  
Croydon, CR0 6BA

Tel: 08456 120 540

**The General Dental Council**

37 Wimpole Street  
London, W1M 8DQ

**Healthcare Inspectorate Wales**

Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Tel: 0300 0628163  
[www.hiw.org.uk](http://www.hiw.org.uk)  
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 Staff at Old Oak Dental Practice will aim to always treat patients and visitors to the practice with dignity, respect and fairly without discrimination. We will give all patients all information they need in a way that they can understand, so that they can make an informed decision about their dental care.

We will be clear on procedures for providing additional support for patients with a disability and provide a service that is accessible to patients with disabilities and make reasonable adjustments in order to provide care which meets their needs. We will provide information to patients in a format that they understand e.g Large print forms and information. We will arrange support for patients who require information in other languages and arrange the support of a translator.

We will keep all information held by the practice confidential in line now with the Data Protection Act 2018 and in line with new GDPR from May 2018.

We will tackle health inequalities through positive promotion and care. Involve individual patients or groups in decisions about the design and delivery of the service at the practice by way of patient survey and suggestion box.

We consider in our team meetings, appraisals and supervision sessions, human rights, equality and diversity and the wishes and feelings of individual patients.



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| Date Statement of Purpose written | June 2026  |
| Author                            | Kaye Evans |

## STATEMENT OF PURPOSE REVIEWS

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|------------------------------------|--|
| Date Statement of Purpose reviewed |  |
| Reviewed by                        |  |
| Date HIW notified of changes       |  |

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| Date Statement of Purpose reviewed |  |
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