



STATEMENT OF PURPOSE

Name of establishment or agency	Llandeilo Dental Practice
Address and postcode	18, Carmarthen Street, Llandeilo Carmarthenshire SA19 6AE
Telephone number	01558 823658
Email address	info@llandeilodentists.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	Susan Clarke
Address and postcode	Llandeilo Dental Practice 18, Carmarthen Street, Llandeilo Carmarthenshire SA19 6AE
Telephone number	07964 431879
Email address	reception@llandeilodentists.co.uk
Fax number	
Relevant qualifications	
NEBDN Dental Nursing Certificate Diploma in Business Management.	
Relevant experience	
22 years in Practice.	

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this
section if not
applicable)

Name	Dr Adam J Llewellyn
Address and postcode	18, Carmarthen Street, Llandeilo Carmarthenshire SA19 6AE
Telephone number	07894912814
Email address	info@llandeilodentists.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	
<i>Please provide the following details for all staff providing services at your establishment or agency</i>	

Name	Position	Relevant qualifications / experience
Adam Llewellyn	Principal Dentist	BDS hon's (Wales)
Jennifer Llewellyn	Associate	BDS (Wales)
Thomas Bysouth	Associate	BDS hon's (Wales) MFDS RCPS (Glasgow) DPDS (Bristol) PGCME (Cardiff)
Alex Edwards	Associate	BDS hon's (Cardiff)
Rachel Mills	Associate	MchD/BSc (Leeds), PG cert OS (Bristol), BSc hon's (Manchester)
Cerys James	Associate	BDS (Bristol)
Nicolle Jenkins	DF1 Dentist	BDS (Cardiff)

Lyndsey Jenkins	Dental Hygienist	Dip Dent Hygiene
Lee Walker	Dental Hygienist	Dip Dent Hygiene
Catrin Jones	Dental Hygienist and Therapist	BSc Dental Hygiene and Dental Therapy
David Morgan	Area Manager	
Susan Clarke	Manager/Receptionist/ Nurse	National Certificate NEBDN 1996
Rosemary Squires	Assistant Manager/Receptionist	National Certificate NEBDN 1996
Fiona Lane	Head Dental Nurse	National Certificate NEBDN 1996
Kimberley Ashman- Conneely	Dental Nurse	NVQ L3 Dental Nursing City & Guilds
Charlotte Stokes	Dental Nurse	NVQ L3 Dental Nursing City & Guilds Radiography
Emma Thomas	Dental Nurse	National Certificate NEBDN 1996
Alisha Gallanders	Dental Nurse	NVQ L3 Dental Nursing City & Guilds
Jessica Withers	Dental Nurse	NVQ L3 Dental Nursing City & Guilds
Pheobe Williams	Trainee Nurse	

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.

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: 9:00am – 6:00pm
Tuesday: 9:00am – 5:00pm
Wednesday: 8:00am – 5:00pm
Thursday: 8:30:am – 4:00pm
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

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

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

Email: HIW@gov.wales



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 Llandeilo 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.

Date Statement of Purpose written	June 2026
Author	Susan Clarke

STATEMENT OF PURPOSE REVIEWS

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

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