

## Statement of Purpose

### David Reaney & Associates Dental Practice

1 Aims and Objectives		
<ul style="list-style-type: none"> <li>• To promote good oral health in our patients</li> <li>• To provide high quality dental care, including periodic examinations and treatment where required, in line with professional standards</li> <li>• To ensure our staff are trained and competent</li> <li>• To understand and meet the needs of patients, involve them in decisions about their care and treat them in complete confidence.</li> </ul>		
2 Name and Address of Registered Provider		
Dr. David Reaney		28 Dungannon Street, Moy, Co. Tyrone. BT71 7SH
3 Name and Address of Registered Manager		
Mr Colm Marley		28 Dungannon Street, Moy, Co. Tyrone. BT71 7SH
4 Qualifications and Experience of Registered Provider and Registered Manager		
<b>Provider</b> <ul style="list-style-type: none"> <li>• BDS(Edin)</li> <li>• DGDP(UK)</li> <li>• MClintDent-Prosthodontics(London)</li> <li>• Established Practice in 1988</li> </ul>		<b>Manager</b> <ul style="list-style-type: none"> <li>• Appointed Practice Manager in 2006</li> <li>• 22 years prior Management experience in Financial Services</li> </ul>
5 Numbers, Qualifications and Experience of Staff Members		
Dentists	5	BDS
Practice Manager	1	Dip. AF
Hygienist	1	CEB Dip Dent Hygiene
Nurses	6	5 qualified (NEBDN) and 1 trainee nurse
Receptionist	1	Experienced Dental Receptionist
Nurse/Receptionist	1	Qualified Nurse (NEBDN) and experienced Dental Receptionist

## 6 Treatment and other services provided by the Practice, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

David Reaney & Associates Dental Practice aims to improve patients self esteem, self image and confidence by offering professional dental services of the highest quality.

The Practice provides diagnostic, preventive, restorative and surgical dental procedures for (whole population, adults, and children) and has access for the disabled.

In addition to the provision of general dentistry, the Practice offers the following treatments

### **COSMETIC**

- Teeth Whitening
- Crown & Bridge Work
- Veneers

### **CEREC**

- State of the art technique utilizing CAD/CAM technology to provide ceramic inlays & crowns in a single visit

### **DENTAL IMPLANTS**

- A comprehensive dental implant service is provided with all treatment carried out in the Practice, including hard & soft tissue grafting, complex surgical & prosthodontic case management, supported by a visiting specialist Oral Surgeon/Implantologist.

### **HOLISTIC DENTISTRY**

- Mercury-Free Dentistry and Biocompatibility
- Homeopathy
- Jikiden Reiki
- Acupuncture

### **HYGIENIST SERVICES**

- A full range of Hygienist services

### **PATIENT MANAGEMENT**

- The management of nervous patients with gas/air and intravenous sedation techniques

Out of hours cover	Provided by Craigavon Area Hospital
Cancellation policy	24 hours notice or £25 "Did Not Attend" (DNA) fee
Smoking policy	No smoking on premises or grounds
Methods of payment/ credit	All standard Debit/ Credit cards accepted.
Disability access	Ground floor surgeries suitable for most users in addition to disabled parking

## 7 Patient Communication

We seek to enhance our Patient Communication beyond the normal consultation process by way of:

- Our monitored Website
- Patient Satisfaction Surveys, with results posted on our Website
- The provision of printed treatment plans including the cost of each individual treatment
- Texting Service (e.g. appointment reminders)

**8 The Arrangements for Dealing with Complaints**

The practice has a well structured complaints policy which indicates who deals with complaints and response times. It is available on request and in the waiting room. The practice will:

- find out exactly what happened
- make sure an explanation is received
- identify learning

**10 The Arrangements for Respecting the Privacy and Dignity of Patients**

- The privacy and dignity of patients is respected at all times.
- The practice has a data protection and record keeping policy to ensure security, confidentiality and proper use of data.
- All consultations and treatments are done in privacy by appropriate staff
- Notes are done contemporaneously to the patient record.
- Patients can request male or female dentist.

**Signed** .....

**Designation**      **Practice Manager**

**Date**                **04/01/2012**

## Organisational Structure

