



STATEMENT OF PURPOSE



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Name of establishment: Smart Smiles Ystrad Mynach

Address and Postcode: 19 Bedwlwyn Road
Ystrad Mynach
Hengoed
CF82 7AA

Telephone Number: 01443 813136

Email address: care@smartsmeiles.co.uk

Fax Number: -

AIMS AND OBJECTIVES OF ESTABLISHMENT

Our Aims:

For all patients we will:

- Promote good oral health
- Provide high quality dental care
- Understand the needs of the individual, involve patients in decisions about their care and encourage them to participate fully
- Involve other professionals in the care of our patients i.e referrals for specialist care, only when in the best interests of the patient
- Ensure our team have the right skills and knowledge, and continue to learn to enable us to provide an efficient, competent service with up to date knowledge
- Ensure the team are aware of current national guidelines and ensure it is reflected in care for our patients

We provide a full range of dental services to all patients; NHS, Private and Denplan:

- Diagnosis and treatment of dental and periodontal disease
- Orthodontic assessment and treatment
- Soft tissue screening
- Emergency dental treatments
- Cosmetic dental treatments such as orthodontics, composite bonding and tooth whitening

REGISTERED MANAGER DETAILS

Name: Dr Leonard James Smart

Address and postcode: 19 Bedwlwyn Road
Ystrad Mynach
Hengoed
CF82 7AA

Telephone Number: 01443 813136

Email Address: care@smartsmeiles.co.uk

Fax Number: -

Relevant Qualifications: BDS Wales 1986
GDC: 61454
PgCert(Med)Wales 2014
Dental Education Model 2014
IQT Bronze level 2017
Developing Dental Educators course 2017

Membership of: BDA
BACD
ADI
SAAD
Fellow HEA

Relevant Experience:

I worked as an associate dentist between 1986 – 1988, and then as a principal dentist. Since 1988 I have managed the day-to-day business of a busy dental practice, previously at Crown Cottage Dental Care in Bedwas and since 2010 at Bridge Dental Care and in Newbridge from 2012. I have also been an Educational Supervisor for Dental postgraduate training and education in Wales for dental foundation training.

In addition to my clinical role as a dentist I also:

- Oversee the daily operational procedures/protocols in the practice
- Am responsible for recruitment, training and development of my employees along with day-to-day supervision of all team members
- Ensure the building and equipment are in excellent working order and that the schedule of services for these are always kept up to date
- Ensure that the care for all our patients is always excellent

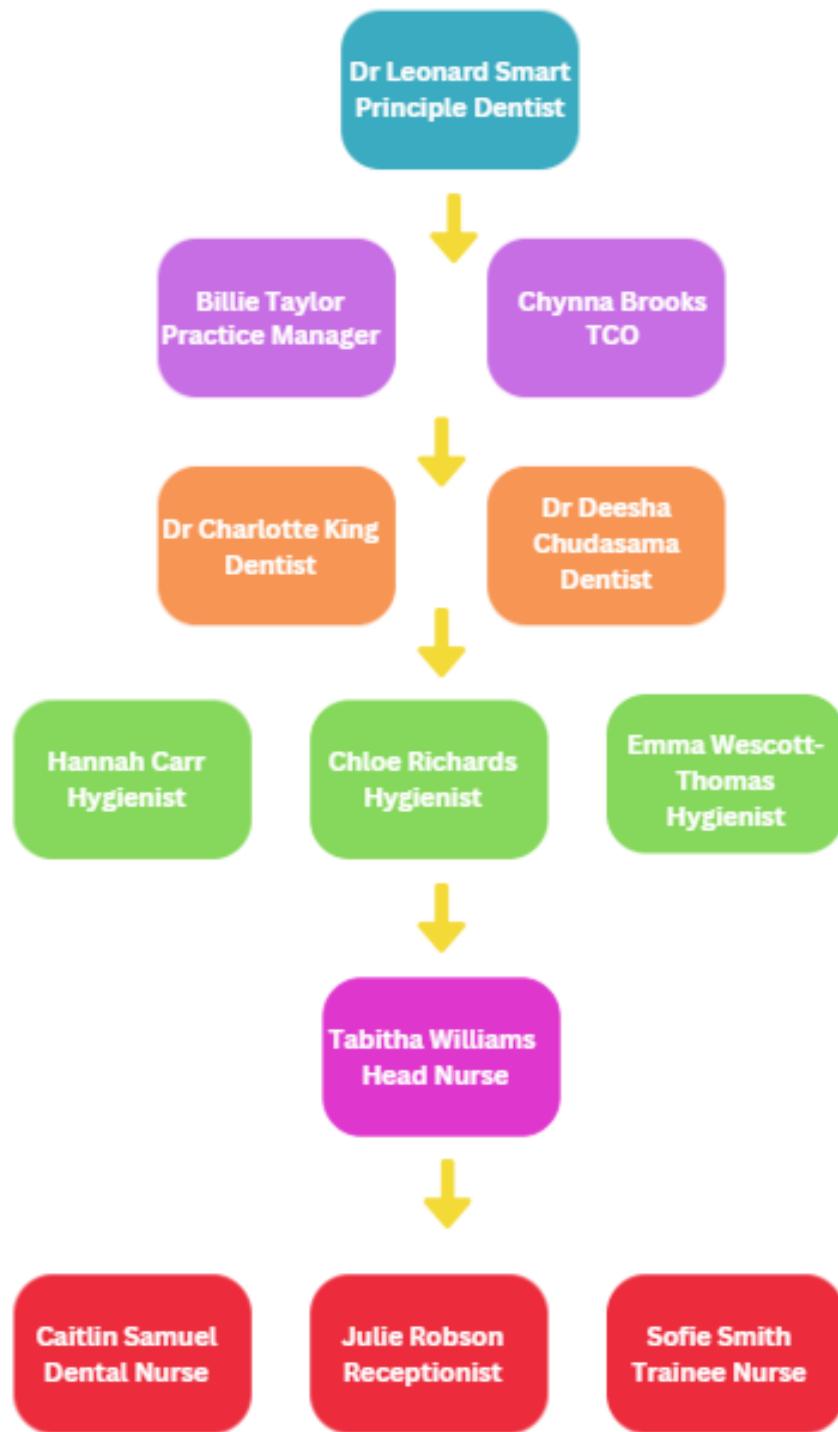
- Have an overall responsibility for implementation and monitoring of health and safety regulations, policies, and procedures to ensure all risks are identified and reduced
- Have an overall responsibility of complaints, accidents and untoward events, documenting, investigating and resolving any issues that may arise
- Use patient feedback to improve the service that we provide
- Have an overall responsibility for financial decisions within my practices
- Ensure all regulatory duties are completed

PRACTICE STAFF DETAILS

Name	Position	Qualifications / Experience
Dr Leonard James Smart	Principle Dentist	BDS Wales 1986 PgCert(Med)Wales 2014 Dental Education Module 2014 IQT Bronze Level Developing Dental Educators Course 2017 Provides general dental services within the practice Restorative Master Class Six Months Smiles Provider GDC Registration: 61454
Dr Charlotte King	Dentist	BDS Cardiff 2021 IQT Bronze Level Provides general dental services within the practice Six Month Smiles/Sure Smile Provider Restorative Master Class GDC Registration: 283571
Dr Deesha Chudasama	Dentist	BDS Leeds 2023 Provides general dental services within the practice Currently undergoing restorative masterclass GDC Registration: 309307
Billie Taylor	Practice Manager	NVQ Level 3 Oral Health Care: Dental Nursing & Indp Assess City & Guilds 2004 Horton Treatment Consulting Course 2012 IQT Bronze Level HE Skills for the workplace level 4 TCO course coming up Nov 2024 with Sirona GDC Registration: 119504
Chynna Brookes	Treatment Coordinator	NVQ Level 3 Oral Health Care: Dental Nursing & Indp Assess City & Guilds TCO Course Nov 2024 with Sirona GDC Registration: 317207
Tabitha Williams	Head Dental Nurse	NVQ level 3 diploma in dental nursing Dental radiography qualification

		Decon Lead GDC Registration: 301180
Caitlin Samuel	Dental Nurse	NVQ level 3 diploma in Dental Nursing GDC Registration: 330183
Sofie Smith	Trainee Dental Nurse	Trainee – currently working towards NVQ level 3 diploma in Dental Nursing qualification with City & Guilds
Julie Robson	Receptionist	Dental Receptionist IQT Bronze Level
Hannah Carr	Hygienist	Dental Hygiene Cardiff University Provides Hygienist services within the practice GDC Registration: 262742
Chloe Richards	Hygienist	Dental Hygiene Cardiff University Provides Hygienist services within the practice GDC Registration: 270493
Emma Wescott-Thomas	Hygienist	Dental Hygiene Cardiff University Provides Hygienist services within the practice GDC Registration: 274167

Organisational Structure



SERVICES / TREATMENTS / FACILITIES

Here at Smart Smiles, we treat patients of every age. We offer a full range of NHS and private treatment as well as cosmetic treatments. This includes diagnosis and treatment of dental and periodontal diseases, radiographs, restorations, extractions, orthodontic assessment and treatment, soft tissue screening, treatment of oral trauma and dental emergencies, tooth whitening and composite bonding as well as cosmetic smile design. As well as this we offer Denplan private plans for private patients who wish to spread their private dental treatment on an affordable monthly payment. We also offer finance packages for patients who wish to spread the cost of their dental treatment.

Our facilities are located over two floors. We are fully air conditioned throughout to be able to maintain a comfortable temperature for all the staff and patients who attend the practice. We have 2 dedicated waiting areas, one upstairs and one downstairs. We have a disabled toilet for the use of all staff and patients which is also the location of our baby changing unit.

PATIENT'S VIEWS

As a practice, we value our patients opinions and regularly ask for their views on our services and facilities. Our medical form, which is filled out at each examination appointment has a section for comments and suggestions, and we also have a suggestions/comments box which is located in the reception area where patients have the freedom to leave anonymous feedback if they wish to do so.

We annually carry out internal patient surveys, post orthodontic treatment satisfaction surveys and a Denplan excel survey. We then reflect on the findings of these and implement any changes that we feel may be necessary.

We aim to provide the best care we can for all of our patients, to stay abreast of new techniques and practices in order to be a happy and fulfilling place to work and to have at our core a philosophy of learning and excellent patient care.

VISITING / OPENING HOURS

Our normal opening hours are as follows:

Monday	8.30am to 1.00pm	2.00pm to 7.00pm
Tuesday	9.00am to 1.00pm	2.00pm to 5.30pm
Wednesday	9.00am to 1.00pm	2.00pm to 5.30pm
Thursday	9.00am to 1.00pm	2.00pm to 5.30pm
Friday	8.30am to 2.00pm	

We aim to offer same day appointments to any patient in pain or with an urgent dental problem.

Should an emergency occur outside of our practice opening hours, then the answerphone facility and the website have details available of how you can obtain emergency advice and treatment.

Gwent Dental Helpline	01633 744387
Private & Denplan patients out of hours	07537 999999
Denplan UK	0800 844999
Denplan patients abroad	+44 1962 844999

Please ring 02920 883350 for emergency appointments within practice opening times.

DEALING WITH COMPLAINTS

Our complaints procedure is displayed online and available in print in our waiting room.

Complaints should be addressed to Len Smart our practice owner or Billie our practice manager, alternatively an appointment can be made to discuss the patients concerns.

We will acknowledge the complaint in writing within 2 working days and agree to respond within the agreed timescale. Private and Denplan patients – 10 working days. NHS patients – 20 working days.

We will confidentially investigate the circumstances by seeking the views of the relevant team members, examine the patients records if necessary and contact our defence organisation.

Our complaints procedure makes it possible for the patient to discuss the problem with those concerned, makes sure the patient receives an apology where this is appropriate, and allows us to reflect on what we can do to make sure that the problem does not arise again.

PRIVACY AND DIGNITY

we are committed to providing services to all patients within the constraints of our building. We also ensure that people can make decisions and choices regardless of their race, age, gender, sexual orientation, disability or religious beliefs.

We are a moderately accessible practice located on a busy high street. There are no dedicated parking spaces at this practice, however there is a carpark close by and also disabled parking available on the street outside the practice. We have 1 wheelchair accessible surgery which is located on the ground floor. have baby changing facilities and a disabled toilet available on site and we also have a hearing loupe available within the practice for those patients who are hard of hearing.

All our practice information is primarily available in the English language and is also available in Welsh if required – we also have fluent Welsh speaking members of staff if the Welsh language is the preferred method of communication. If required, we can provide any information or literature in larger print upon request.

ABUHB Local Health Board can organise translators for any other languages via the language line and we can also organise a trained B.S.L interpreter if required, with prior notice to the appointment date.

We will always ensure that all our walkways, corridors and surgeries are free from any clutter, and that all our signage and pictograms within the building are in a clear field of vision. We have large screens within each surgery to ensure that the patient can be shown their x-rays and dental information clearly.

We will always ensure that a patient's care is always appropriate to their specific and individual needs, i.e avoiding complex treatment plans for terminally ill patients or referring patients to specialist facilities if required for extra support. We encourage patients with learning difficulties to bring a family member or carer with them to help up ensure that the patient understands their treatment options, benefits, and risks fully.

We aim for positive oral health promotion for all patients. The team tries to develop a good professional relationship with all patients so that they can build trust to help with maintaining good oral health.

Date: August 2025

Review date: August 2026



Policy Signature Sheet – *Statement of purpose*

Name	Job Role	Signature	Date
Dr Len Smart	Practice Owner		
Dr Charlotte King	Dentist		
Dr Deesha Chudasama	Dentist		
Natalie Billie Taylor	Practice Manager		
Chynna Brookes	Treatment Coordinator		
Julie Robson	Receptionist		
Tabitha Williams	Head Nurse		
Caitlin Samuel	Dental Nurse		
Sofie Smith	Dental Nurse (Trainee)		
Hannah Carr	Hygienist		
Emma Wescott-Thomas	Hygienist		
Chloe Richards	Hygienist		

Date: August 2025

Review date: August 2026

Update Completed	Changes Made	Next Review:	Signature
September 2025	Staff members added/removed to signature page	September 2026	