

Statement of Purpose for XQuisite Dental

1. The Aims and Objectives of the Establishment

The aims and objectives of the dental practice are:

- To provide for all dental patients, a service of consistently good quality that meets their needs and wishes
- To ensure that staff are trained and competent through investment and personal development
- To provide for patients a personal service integrating the highest quality products with the latest proven techniques and protocols
- To deliver a high class service in line with all professional standards
- To ensure that patients are treated with honesty and integrity, in complete confidence and with the utmost discretion, in comfortable surroundings.

2. The Name and Address of the Registered Provider and of Any Registered manager

Delia McCartan
XQuisite Dental, 5 North Street, Newtownards, County Down, Northern
Ireland, BT23 4DE

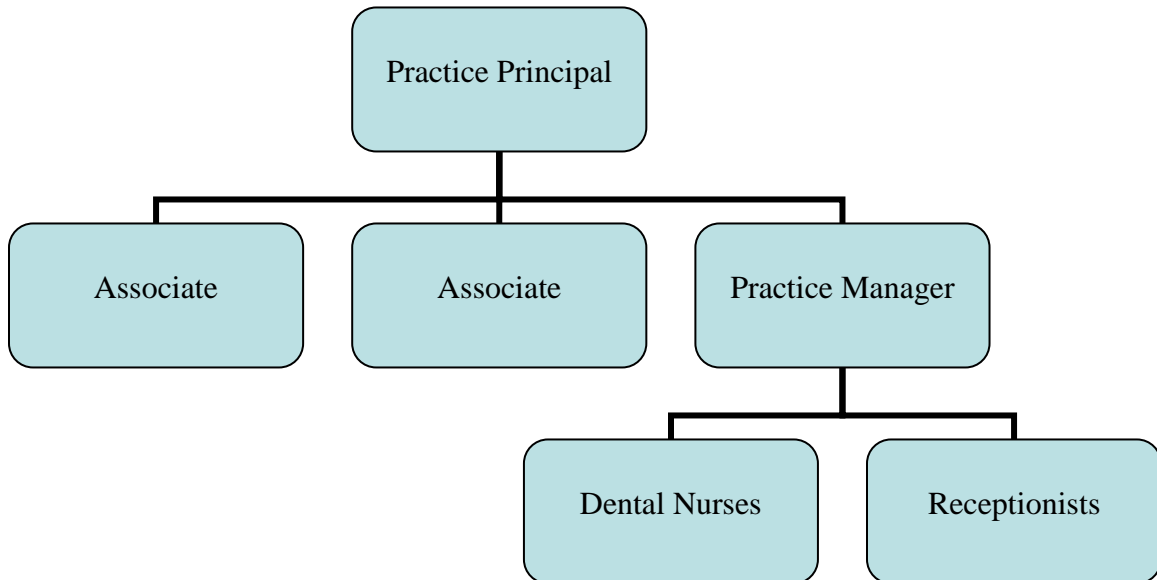
3. The Relevant Qualifications and Experience of the Registered Provider and Any Registered Manager

Delia McCartan BDS (QUB 1995) MFGDP (UK) – Female Dentist

4. The Number, Relevant Qualifications and Experience of Staff Working in the Establishment

Sheryl Carson BDS (QUB 2001) - Dentist
Karen Whittaker BDS (V.U.Manch 1995) - Dentist
Lisa Corbett – Hygienist (Diploma in dental Hygiene)
Pamela Haylett - Practice Manager
Mary Duncan - Receptionist
Kerry McCallum - Dental Care Professional
Linda Rogan – Dental Care Professional
Laura Blayney – Dental Care Professional
Beverley Duncan – Dental Care Professional

5. The Organizational Structure of the Establishment



6. The kinds of treatment and any other services provided for the purposes of the establishment , the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

XQusite Dental aims to improve patients self esteem, self image and confidence by offering professional dental services of the highest quality.

XQusite Dental provides diagnostic, preventive, restorative and surgical dental procedures for (whole population, adults, children) and has access for the disabled. XQusite Dental also provides Dental Implants and Clear Step Orthodontics.

Out of Hours Cover:

XQusite Dental operates an out of hour's service, on a rota basis, with dentists from other practices. This is only for patients suffering with severe dental pain. Fees will apply unless you are a registered NHS patient entitled to free treatment. To use this service, please call 07731929962 and leave a message with your name and telephone number, speaking slowly and clearly. The dentist on call will then call you back to advise you of action to take and where to go if you need to be seen.

- Cancellation Policy:** At least 24 hours notice is required of a cancellation otherwise a charge may be incurred at a rate of £10.00 per 15 minutes.
- Smoking Policy:** The practice is a no smoking area
- Methods of Payment:** All major credit/debit cards are accepted. If paying by cheque seven working days must be allowed for clearance.
- Disability Compliance:** The practice has a ground floor surgery and so is suitable for the majority of service users.

7. The Arrangements Made for Consultation with Patients About the Operation of the Establishment

It is the policy of XQuisite Dental to carry out annual and regular random patient surveys to seek the views of patients as to the quality of the treatment and care provided by our personnel.

The results of these surveys will be available at reception for patients and their families. They will also be made available to RQIA for the purpose of the annual inspection visit.

8. The Arrangements Made for Contact Between Any Inpatients and Their Relatives, Friends and Representatives

There are no inpatient services in the practice.

9. The Arrangements for Dealing with Complaints

XQuisite Dental operates a complaints procedure which is in compliance with the HSC complaints procedure and also in compliance with The Independent Healthcare Regulations (Northern Ireland) 2005.

Patients are asked that in the event any complaint to speak or write to Pamela Haylett, the practice Complaints Manager. A copy of the complaints process is held in the waiting room.

We will acknowledge complaints within two working days and will aim to have investigated the complaint within ten working days of the date when the matter was raised. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- Find out exactly what happened and what went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Make sure the complainant receives an apology where appropriate
- Identify learning from the complaint to ensure the problem does not happen again

The outcome of the investigation will be shared with the complainant either in person or in writing.

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

The privacy and dignity of patients is respected at all times.

All consultations/treatments are carried out in person with patients by qualified personnel in the privacy of the surgery. Records of all consultations and treatments are kept in the patients notes.

If patients have a preference for consultation/treatment with a male/female member of staff, please make this request when making an initial appointment.

The practice has a policy of patient confidentiality and all information and records are kept securely.

11. The Address and telephone number of The Regulation and Quality Improvement Authority

The Regulation and Quality Improvement Authority
 9th Floor Riverside Tower
 5 Lanyon Place
 Belfast
 BT1 3BT

Telephone: 028 9051 7500

XQuisite Dental's latest RQIA inspection report is available upon request within the practice or can be accessed through the RQIA website.

Signed: Delia McCartan

Designation: Practice Owner

Date: 19/03/2012