STATEMENT OF PURPOSE	
Name of establishment or agency	Teeth For Life Dental Care
Address and postcode	Hawkesford House Magor Square Magor NP26 3EG
Telephone number	01633 881084
Email address	info@teethforlife.org
Fax number	

Aims and objectives of the establishment or agency

Our aim is to provide a high standard of care for our patients from a successful practice.

The objectives are:

- To maintain and improve our skills and abilities by keeping up to date with modern developments.
- To ensure we deliver the best care possible by having a well-motivated and well-trained team at all times.
- To address our patients' dental needs to the best of our ability.
- To encourage and support patients to take care of their oral health and in addition their general health.
- To provide patient care in an up to date and well equipped environment.
- To maintain the financial viability of the practice.
- To ensure all those employed at the practice are fairly rewarded for their efforts.

- To support the development of all members of staff in their profession
- To encourage future development of all aspects of the practice to help ensure a continued high standard of patient care.
- Success may be gauged by the continued, increasing demand for our services from the public and continued viability of the practice. We will continue to carry out various audits and patient surveys and questionnaires to help gauge the effectiveness of the services we provide.

REGISTERED MANAGER DETAILS	
Name	Adam Lody
Address and postcode	Hawkesford House Magor Square Magor NP26 3EG
Telephone number	01633 881084
Email address	adam@teethforlife.org
Fax number	
Relevant qualifications	

BDS (Wales) 2005
MFDS RCSEd 2011

Relevant experience

FD Feb 2006 – Jan 2007
Associate Dentist Feb 2007- Jan 2017
Principal Dentist Feb 2017-Present

Interim Foundation Trainer 2016
Foundation Trainer (Educational Supervisor) 2017-2020 and 2021-2024

STAFF DETAILS

Name	Position	Relevant qualifications / experience
Adam Lody	Principal Dentist	BDS Wales 2005 MFDS RCSEd 2011 GDC:101466
Rebecca Anderson	Associate Dentist	BDS Cardiff 2015 GDC:259184
Dawn Hooper	Dental Hygienist	CEB Dip Dent Hygiene GDC: 4725
Tamsin Hansford	Dental Therapist	BSc Dental Hygiene and Dental Therapy Cardiff University 2022 GDC: 252876
Emma Baker	Dental Nurse & Practice Manager	NEBDN Cert GDC:119418
Racheal Kiely	Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds 2020 GDC: 282356
Emily Wilcox	Dental Nurse	Diploma in Dental Nursing Level 3 QCF City & Guilds 2022 GDC: 303085
Julia Williams	Dental Nurse	NEBDSA Cert GDC:119895
Helen Pratt	Receptionist	>10 years reception experience
Jessica Oliver	Associate Dentist	BDS Cardiff University 2017 GDC: 271944

ORGANISATIONAL STRUCTURE

Business owner is Dr Adam Lody. He ultimately oversees all decisions made in the practice although some decisions such as when to take on patients or not are delegated to the practice manager or reception staff who have day to day knowledge of the appointment schedule.

Senior dentist is also Dr Adam Lody. Adam will be line manager for the dentists working at the practice.

Practice manager Emma Baker is responsible for the annual leave arrangements for all staff including this practice at Magor and ensuring the practice is adequately staffed at all times.

SERVICES / TREATMENTS / FACILITIES

Only suitably qualified and trained staff use our equipment. We are fully compliant with the GDC “Scope of Practice” for who is allowed to use any of the practice equipment. We provide general dental services to the full spectrum of members of the public with a wide range of dental health needs.

Treatments we provide are:

- Emergency dental treatment.
- Restorative Dentistry.
- Prosthetic dentistry.
- Periodontal treatment.
- Minor Oral Surgery.
- Endodontics.
- Orthodontics.
- Paediatric Dentistry.
- Cosmetic Dentistry.
- Domiciliary care.

With the exception of paediatric dentistry, which is for children only, these treatments are carried out on patients of all ages.

We have two ground floor surgeries, a decontamination room and an accessible toilet, all off a central waiting room.

PATIENTS VIEWS

We always talk to our patients and listen to their views, suggestions and concerns. We have always found these exchanges to be very useful and helpful in developing and improving services. We also carry out regular patient surveys and have a suggestions box in the waiting room. Results of surveys and the previously mentioned patient communications are discussed and reflected on at staff meetings. We also work with Working Feedback to enable patients to leave feedback online after their dental appointments

ARRANGEMENTS FOR VISITING / OPENING HOURS

We are open Monday 8am-4.30pm, Tuesday 9am-5.30pm, Wednesday 8am-4.30pm, Thursday 9am-5.30pm and Friday 9am-3pm (except public holidays).
We close for lunch from 1pm-2pm.
Any of our patients have the choice as to which premises their appointment is booked at between here and our Caldicot practice, subject to availability.

Aneurin Bevan UHB provide the out of hours emergency dental service for NHS patients and we are part of the Gwent LDC rota for private patient cover. Details on how to access these services are contained in our answer phone message and are contained in our practice information leaflet.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

In line with NHS requirements, we have a practice in house complaints procedure. Details of this are available from notices inside the practice and the practice information leaflet.
Any complainant is provided with a copy of the practice's complaints procedure that explains how we will investigate their concerns and communicate with them. It also has details of other agencies that investigate patients' complaints. We aim to acknowledge any complaint within 2 working days of receiving it and investigate and respond to the complaint within 30 days.
We have a designated complaints manager (Emma Baker) who will ensure that all parties are interviewed and any relevant information is gathered and analysed appropriately. We investigate all complaints in a fair and impartial manner; often going above and beyond what most would consider being reasonable.

Healthcare Inspectorate Wales (HIW):
Patients can also contact HIW about the quality and safety of dental services:
Healthcare Inspectorate Wales
Welsh Government, Rhydycar Business Park, Merthyr Tydfil, **CF48 1UZ**
Tel: 0300 062 8163
Web: www.hiw.org.uk

PRIVACY AND DIGNITY

Most importantly, we only employ decent, caring people who have the utmost respect for their fellow human beings whoever or whatever they are. We demand nothing less. As much as is possible this is part of the recruitment process for any new staff and is why references ideally from trusted colleagues are an important part of this process.

We also have many policies that ensure the protection and privacy of patients (and colleagues) that cover all the items listed below:

- *age*
- *disability*
- *gender re-assignment*
- *marriage and civil partnerships*
- *pregnancy and maternity*
- *race*
- *religion or belief*

- *sex*
- *sexual orientation*

These policies are all known to staff and embedded in our day-to-day work. We also have a practice confidentiality policy, which all staff are familiar with. These policies also form part of our induction programme for any new staff member.

Date Statement of Purpose written	30/11/17
Author	Adam Lody

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	16/7/2022
Reviewed by	Adam Lody
Date HIW notified of changes	N/A

Date Statement of Purpose reviewed	17/7/2025
Reviewed by	Adam Lody
Date HIW notified of changes	N/A

Date Statement of Purpose reviewed	29/10/2025
Reviewed by	Adam Lody
Date HIW notified of changes	29/10/2025

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