



GLENHAVEN

DENTAL | FACIAL | IMPLANT
HEALTH | AESTHETICS | CENTRE

STATEMENT OF PURPOSE

*In Accordance with the Requirements of:
Private Dentistry (Wales) Regulations
2017*

*For Registration with:
Health Inspectorate Wales*



GLENHAVEN

DENTAL | FACIAL | IMPLANT
HEALTH | AESTHETICS | CENTRE

STATEMENT OF PURPOSE

Name of establishment or agency	GLENHAVEN DENTAL
Address and postcode	129 CARDIFF ROAD, TAFFS WELL, CARDIFF, CF15 7PP
Telephone number	029 20810523
Email address	reception@glenhavendentalcare.com
Website	glenhaven.dental

REGISTERED MANAGER DETAILS

Name	MRS DENISE GRIFFITHS
Address and postcode	GLENHAVEN DENTAL 129 CARDIFF ROAD, TAFFS WELL, CARDIFF CF15 7PP
Telephone number	029 20810523
Email address	deg@glenhavendentalcare.com
Relevant qualifications	
Diploma in dental nursing	
ILM certificate	



Relevant experience

Qualified from University Hospital of Wales as a Dental Nurse in 1974. Denise became a senior nurse there. She ran the Oral Health Department at the hospital until 1977. She left to have a family and returned to run this dental practice.

Denise has managed the day-to-day business of this busy dental practice for over 35 years and all that that entails i.e., staff and financial management, ensuring patients safety by providing and maintaining a highly skilled workforce.

Denise gained a certificate from ILM (Institute of Leaders in Management) through the Wales Deanery in 2010

She has overseen the conversion of our 100-year-old practice from a 2/3 surgery practice to a modern practice with 6 surgeries and treatment rooms which involved a large personal investment. She was instrumental with the design and modernisation programme alongside her husband, Colin. The practice has won 2 national awards for this design and the practice has won several national awards including Private Dentistry awards for Best Practice (Wales) and Dentistry Award for Best Practice (South & West) and Most improved Practice.

Denise is aware of her duties regarding patient service, has established and continually monitors the practice complaints and feedback mechanisms.

RESPONSIBLE INDIVIDUAL DETAILS

Name	DR COLIN J GRIFFITHS
Address and postcode	GLENHAVEN DENTAL 129 CARDIFF ROAD, TAFFS WELL, CARDIFF CF15 7PP
Telephone number	029 20810523
Email address	deg@glenhavendentalcare.com
Relevant qualifications	BDS (WALES) DPDS (WALES) MFGDP(RCS)
Relevant experience	40 YEARS AS GDP VT TRAINER FOR 25 YEARS



PREVIOUS MEMBER OF LDC AND DDC
MEMBER OF EQUIVALENCES COMMITTEE

Roles and responsibilities within the organisation

SENIOR CLINICAL DIRECTOR
REGISTERED FD EDUCATIONAL SUPERVISOR

STAFF DETAILS

Name	Position	Relevant qualifications / experience
DENTISTS & CLINICIANS		
Dr Colin J Griffiths	Senior Clinical Director	BDS (Hons) (WALES), DPDS(WALES), MFGDP.RCS (UK)
Dr Lara D Vincent	Director & Clinical Lead	BDS (Hons) (WALES),
Dr Mark Vincent	Associate Clinician	BDS (Hons) (Wales), PgCert (cosmetic dentistry)
Dr Jack W Thomas	Associate Clinician	BDS (Hons) (Wales), MFDS, MSc (Implants)
Dr David Tan	Associate Clinician	BDS (Wales), PgCert (cosmetic dentistry)
Dr Christopher Thomas	Associate Clinician	BDS (Hons) (Wales), MFDS
Lisa Welch	Hygienist	Dip Hyg
Dr Barry Holmes	Implantologist	BDS MSc MFDS RCS (Eng) PG Cert (Ortho) Assoc FCGDent
NURSES		
Miss Rachel Owen	Treatment Co-Ordinator	NEBDN – DENTAL NURSING (25 years)
Miss Jessica Hall	Senior Nursing Co-Ordinator, Sedation Assistant	Diploma in Dental Nursing, NEBDN Award in Intravenous Sedation, BDA Award in Dental Radiography (13 Years)
Miss Toni Bowen	Qualified Dental Nurse Invisalign Co-Ordinator	Diploma in Dental Nursing (10 Years)
Miss Sophie Kestell	Qualified Dental Nurse Reception Manager	Diploma in Dental Nursing (10 Years)
Mrs Emma Zecca-Hawkins	Qualified Dental Nurse Invisalign Co-Ordinator	Diploma in Dental Nursing (7 Years)



GLENHAVEN

DENTAL HEALTH | FACIAL AESTHETICS | IMPLANT CENTRE

Miss Anna Jones	Qualified Dental Nurse Social Media Co-Ordinator	Diploma in Dental Nursing (6 Years)
Miss Kiera Jones	Trainee Dental Nurse (Yr2)	
Macey Jones	Trainee Dental Nurse (YR1)	
Lucy Hughes	Trainee Dental Nurse (YR1)	
Charley Courtney	Trainee Dental Nurse (YR1)	
Abigail Dillon	Trainee Dental Nurse (YR1)	
ADMINISTRATION		
Miss Samantha Powell	Receptionist part -time	Diploma in Dental Nursing(inactive) (12 Years)
Denise Griffiths	Business Director/Manager	Cert in Dental Surgery Assistant Cert.ILM 35 Years Practice Management
Mr Christopher J Griffiths	Business Development Manager Complaints Manager	LLB, PGDip (LP)Glam

Aims and objectives of this Practice.

We take great pride in the quality of our dentistry and endeavour to make all patients' visits, a pleasant experience. Every team member endeavours to provide a comfortable, caring, and positive response to patient's needs.

Glenhaven Dental aims to provide high quality, professional dental care whilst striving to exceed the expectations of patients who use our services. We use the latest and safest equipment available using modern technology, to provide all our patients with the best possible dental treatment whilst encompassing the best possible outcome for our patients.

Our patients are treated with honesty and integrity, without discrimination.

We promote good oral health to all patients attending our practice for care and advice. Patients are involved in decisions about their care and are encouraged to participate fully.



Ongoing training is mandatory for all staff, enabling us to protect and treat our patients to the highest possible standards. We ensure that all members of our team have the right skills to carry out their duties competently and with confidence.

The practice undertakes general dental services which include:

- The diagnosis and treatment of dental disease including caries and periodontal disease
- Treatment of oral trauma
- Providing dental restorations
- Root Canal Therapy
- Dental extractions
- Taking & diagnosing dental radiographs
- Soft tissue screening
- Provision of dentures
- Adult Clear Aligners (Invisalign)
- Referral services for orthodontic treatments (where necessary)
- In-House Implantology, Oral Surgery and intravenous sedation (Visiting Implantologist)

SERVICES / TREATMENTS / FACILITIES

The practice provides all aspects of general dentistry for all ages of the population.

This includes the diagnosis and treatment of dental disease including caries and periodontal disease.

(treatment types include adult conservation, children's dentistry, cosmetic treatments, root canal treatments, prosthetics, hygienist services, prevention care and advice, adult anterior orthodontics, extractions Implants, Sedation for nervous patients and oral surgery)

We take radiographs to help diagnose the patient's oral condition. These are taken using digital imaging at the lowest and safest dose. Using a CBCT machine we can deliver clear diagnosis for all types of treatments. The radiographic equipment is tested regularly by the Health & Security Agency (England)

We use modern digital scanners to take images for laboratory work to be done without the need for physical impressions thereby improving our wastage footprint.

The practice provides its own out of hours emergency cover for private patients.



Dental Emergencies. – The practice leaves time in the appointment diary daily for our patients to access emergency treatment. Patients must contact the practice as early in the day as possible to secure an emergency visit. Emergencies that occur late in the day will be forwarded to the following day.

All surgeries are located on the ground floor to enable easy access. All surgeries have wide access doorways.

We have a separate decontamination facility with high standards of infection control. All staff are trained in decontamination methods.

Making an appointment – All patients are seen by appointment only.

Methods of Payment -all major credit/debit cards are accepted. We offer finance on request via our partner Tabeo. Patients are asked to pay for treatment received at the end of each visit.

Smoking Policy – As a healthcare practice, no smoking is allowed anywhere on the premises- this also includes vaping.

PATIENTS VIEWS

We regularly seek patient views via in-house questionnaires and surveys. Also, as a member of Denplan Excel, we have access to an external survey company who survey our patients every 2 years.

We aim to find out what patients feel could be improved at the practice and what it is like to receive dental care at the practice.

From this feedback we can plan or even change the services which we supply.

This feedback is also included in our practice newsletter.

We feel that this demonstrates our commitment to keeping patients involved in the practice.



ARRANGEMENTS FOR VISITING / OPENING HOURS

OPENING HOURS:

MON-FRIDAY 9.00AM TO 12.45 PM
2.00PM TO 5.30PM

OUT OF HOURS CARE

Private and Denplan patients can telephone the practice and be provided with an emergency number for urgent advice or arrangement for urgent treatment.

CANCELLATION POLICY

We require 48 hours' notice of cancellation so we may offer the unwanted appointment to another patient. A cancellation charge will be made which will depend on the time of the missed appointment. (We do, however, appreciate that there may be exceptional circumstances for late or missed appointments. We will use our discretion to waive the missed appointment fee)

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The practice complaints procedure is:

- Simple, accessible, and well publicised
- Has a designated complaints manager to deal with patient concerns, compliments & complaints.
- Requires that complaints are acknowledged and promptly followed up in writing providing an explanation of how the complaint will be dealt with
- Indicates the agreed timescales of investigating and responding to the complaint.
- Gives patients the opportunity to express their concerns and it requires complaints to be dealt with confidentially, with all discussions held in a private area.
- Makes it clear that complaints are monitored closely as part of a commitment to improve practice standards.

The complaints manager will:

- Investigate the circumstances surrounding the complaint.
- Seek the views of the relevant team members.
- Examine the patients' clinical records.
- Contact the protection society/organisation for advice.
- Contact details for Health Inspectorate of Wales HIW)



Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

- Email hiw@gov.wales
- Telephone 0300 062 8163

PRIVACY AND DIGNITY

Our practice is committed to providing services to all patients and within the constraints of the building. We have improved physical access by ensuring the path to the practice is well lit, has a smooth surface and is free from obstacles. There is easy access along the front path to the front door. The front door has been redesigned to open automatically for safe entry for wheelchair uses.

We have ensured the reception desk has surfaces at different heights to ensure those patients in wheelchairs have easy eye contact with reception staff. We have ensured the ground floor waiting room has an uncluttered open passageway to the surgeries providing easy access for those patients with walking difficulties or are in wheelchairs.

We have a hearing loop always at the reception desk and another to take into the surgeries.

The language we speak at this practice is English. If the need arises, we can access interpreters to assist safe and effective dental care.

Surgeries have drawing pads and coloured pens to allow clinicians to draw what the proposed treatment involves.

We keep explanations clear and simple. We assess the level of detail each patient needs to make informed choices about their dental care.

Where there may be language difficulties, we encourage patients to be accompanied by a friend or relative who can interpret our explanations. Where this is not possible, we can access interpreter services through our local health board.

Where a patient has learning difficulties, we encourage them to be accompanied by a spouse or carer who is experienced in communicating and reassuring them and can help us make sure the patient understands what's happening.

We ensure that people can make choices regardless of their race, age, gender, sexual orientation, disability and religion and beliefs.



Date This Statement of Purpose written & reviewed (latest review date)

AUG 2025

Author

MRS DENISE GRIFFITHS

STATEMENT OF PURPOSE REVIEWS

This Statement of Purpose is reviewed annually – or earlier if any substantial changes or made. The Health Inspectorate of Wales will be informed of any substantial changes to this document.