

STATEMENT OF PURPOSE

Name of establishment or agency	Brilliant Dental Care (Talbot Green)
Address and postcode	44 Talbot Road, Talbot Green Pontyclun RCT CF72 8AF
Telephone number	01443 237 500
Email address	brilliantdentalcare1@gmail.com
Fax number	Not applicable

Aims and objectives of the establishment or agency

We are a Private, Denplan and NHS practice offering a full range of Private, Cosmetic, Orthodontic and NHS Treatments.

The Private treatments are available at an additional cost. Our Dentists are happy to discuss all available options with patients. Treatment plans are discussed, and agreed, prior to treatment taking place.

Appointments can be made by telephone or you can call in, in person, and make an appointment.

We will acknowledge receipt of written complaints within 7 days (in writing) of being received, and will investigate and provide an official response within 30 days of receiving a complaint (also in writing).

In the event of verbal complaints (either on the telephone or in person), we will acknowledge the complaint verbally and will then send a formal response within 30 days (in writing).

REGISTERED MANAGER DETAILS

Name	Ruth Morris
Address and postcode	44 Talbot Road, Talbot Green, Pontyclun. CF72 8AF
Telephone number	01443 237500
Email address	brilliantdentalcare1@gmail.com
Fax number	Not applicable
Relevant qualifications:	Dr Ruth Morris (GDC 67439) – BDS (Wales), DPCO, RCS, Eng
Relevant experience :	25 years of running multiple Dental Practices

RESPONSIBLE INDIVIDUAL DETAILS

(please delete this section if not applicable)

Name	Dr Ruth Morris
Address and postcode	Practice Address: 44 Talbot Road, Talbot Green, Pontyclun RCT CF72 8AF
Telephone number	01443 237500
Email address	brilliantdentalcare1@gmail.com
Fax number	Not applicable.
Relevant qualifications:	
	Dr Ruth Morris (GDC 67439) – BDS (Wales), DPCO, RCS, Eng
Relevant experience:	
	GDC 67439 BDS (Wales) DPCO RCS, Eng
Roles and responsibilities within the organisation	
	Lead Dentist and Practice Owner.

STAFF DETAILS

Name	Position	Relevant qualifications/ exp.
Dr Ruth Morris	Dentist (Owner)	GDC 67439 - BDS (Wales) DPCO, RCS, Eng
Dr Pamela Stephenson	Dentist	GDC 56213 - BDS, Msc, PhD, FDSPCR, Dorth, MOrth
Dr Vinay Bohra	Dentist	GDC 77204 -BDS Wales Msc
Dr Bethan Parry	Dentist	GDC 82058 - BDS (Wales)
Dr Charlotte Buchanan	Dentist	GDC - 284145 - BDS (Wales)
Dr Sam Bardsley	Dentist	GDC 271414 - BDS Sheffield
Dr Aisha Sheikh	Dentist	GDC 271101 - BChD Leeds
Dr Aisha Jawad	Dentist	GDC 290689 - BDS Bristol
Dr James Colcombe	Dentist	GDC - 153579 - BDS (Wales)
Hassina Taak	Practice Manager	
Charlotte Thomas	Dental Nurse	
Petronella Lenghal	Dental Nurse	
Megan Parker	Dental Nurse	
Charlotte John	Dental Nurse	
Sophie Petite	Trainee Dental Nurse	
Ancy Sainulabdeen	Trainee Dental Nurse	
Bethan Thomas	Trainee Dental Nurse	
Tasha Barry	Receptionist	
Daniel Humphrey	Business Manager	
Chandrika Phillips	Hygienist	GDC 3961
Susan Raikes	Hygienist	GDC 3792

ORGANISATIONAL STRUCTURE

Practice Owner: Dr Ruth Morris

Dentists:

Dr Ruth Morris
Dr Pamela Stephenson
Dr Vinay Bohra
Dr Bethan Parry
Dr Sam Bardsley
Dr Aisha Sheikh
Dr Aisha Jawad
Dr Charlotte Buchanan
Dr James Colcombe

Hygienists:

Susan Raikes
Chandrika Phillips

Dental Nurses:

Petronella Lenghal
Megan Parker
Charlotte Thomas
Charlotte John

Trainee Dental Nurse

Sophie Petite
Ancy Sainulabdeen
Bethan Thomas

Practice Manager

Hassina Taak

Reception

Tasha Barry

Business Development Manager:

Daniel Humphrey

SERVICES / TREATMENTS / FACILITIES

We are a Private, Denplan and NHS practice offering a full range of Private, Cosmetic, Orthodontic and NHS Treatments.

Private treatments (at an additional cost) are available as follows:

Cosmetic dentistry
General dentistry
Implants
Facial Aesthetics/Facial rejuvenation
Sedation

Prices vary and full treatment plans are provided and agreed upon before treatment commences.

PATIENTS VIEWS

We welcome patient feedback and have a comments box located at reception, which is reviewed regularly.

We have an open and transparent complaints procedure (which is listed on our patient leaflet for both the Talbot Green and Beddau practices).

Written complaints will be acknowledged (in writing) within 7 days of being received, and a formal (written) response after investigation/s have been carried out will be sent within 30 days of the complaint being received.

Verbal complaints will be acknowledged verbally, however the complaint will be acknowledged within 7 days in writing, confirming that a formal response will be received within 30 days (in writing).

ARRANGEMENTS FOR VISITING / OPENING HOURS

Opening hours are (closed all Bank Holidays):

Monday 8.30 am to 5 pm

Tuesday 8.30 am to 5 pm

Wednesday 8.30 am to 5 pm

Thursday 8.30 am to 5 pm

Friday 8.30 am to 4.15 pm

We close between 1 pm to 2 pm for lunch, Monday to Friday.

Urgent Care/Treatment Out Of Hours:

Patients are directed to contact the Practice in the first instance to see if an emergency appointment is available, if treatment is essential we aim to see a patient within 24 hours.

Emergencies and out of hour enquiries are directed to: 01443 680166 (weekdays) and 0300 123 5060 (weekends and bank holidays).

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

Patients are advised to make any complaints to the Practice Manager and/or Ruth Morris (in the event of the absence of the Practice Manager) in the first instance either in person, on the telephone or in writing.

We will confirm receipt of the complaint (in writing) within 7 days of receipt.

A formal written response (after investigations have taken place) will be sent to the relevant party within 30 days receipt of the complaint.

The 30 day investigation period allows us time to liaise with all relevant third parties (such as witnesses, insurers etc) to enable us to provide the most thorough and accurate response to the patient.

All formal responses will be sent in writing, with no exceptions.

Records are kept of all complaints received.

If patients are still not happy with the outcome of their complaint they can write to:

The General Dental Council,
37 Wimpole Street,
London,
W1G 8DQ (The Dental Registration Body).

PRIVACY AND DIGNITY

We take privacy and equality very seriously at both of our practices, and client information is dealt with discretely and securely stored.

All staff have had training in this regard.

Date Statement of Purpose written	27.12.2017
Author	Ruth Morris

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	17/01/2019
Reviewed by	Jordan Smith
Date HIW notified of changes	17/01/2019

Date Statement of Purpose reviewed	02/09/20
Reviewed by	Daniel Humphrey
Date HIW notified of changes	02/09/20

Date Statement of Purpose reviewed	12/3/21
Reviewed by	Daniel Humphrey
Date HIW notified of changes	12/3/21

Date Statement of Purpose reviewed	1st July 2021
Reviewed by	Daniel Humphrey
Date HIW notified of changes	

Date Statement of Purpose reviewed	18th August 2021
Reviewed by	Daniel Humphrey
Date HIW notified of changes	19th Aug 2021

Date Statement of Purpose reviewed	20th Jan 2022
Reviewed by	Daniel Humphrey
Date HIW notified of changes	24th Jan 2022

Date Statement of Purpose reviewed	29th July 2022
Reviewed by	Daniel Humphrey
Date HIW notified of changes	29th July 2022

Date Statement of Purpose reviewed	10th Oct 2022
Reviewed by	Daniel Humphrey
Date HIW notified of changes	10th Oct 2022

Date Statement of Purpose reviewed	7th Oct 2024
Reviewed by	Daniel Humphrey
Date HIW notified of changes	7th Oct 2024

Date Statement of Purpose reviewed	30th June 2025
Reviewed by	Daniel Humphrey
Date HIW notified of changes	

Date Statement of Purpose reviewed	22nd Sep 25
Reviewed by	Daniel Humphrey
Date HIW notified of changes	22nd Sep 25

Date Statement of Purpose reviewed	23rd Jan 26
Reviewed by	Daniel Humphrey
Date HIW notified of changes	

Date Statement of Purpose reviewed	1st April 26
Reviewed by	Daniel Humphrey
Date HIW notified of changes	

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Dental Care by *Ruth Morris*