SIX GABLES
DENTAL PRACTICE

STATEMENT OF PURPOSE	
Name of establishment or agency	Six Gables Dental Practice
Address and postcode	27a Penlline Road Whitchurch Cardiff CF14 2AA
Telephone number	02920 693664
Email address	info@sixgablesdentalpractice.com
Fax number	N/A

REGISTERED MANAGER DETAILS	
Name	Miss Harlee Cave
Address and postcode	27a Penlline Road Whitchurch Cardiff CF14 2AA
Telephone number	02920 693664
Email address	harleesixgables@gmail.com
Fax number	n/a

INSERT COMPANY LOGO HERE

Aims and Objectives

Six Gables Dental Practice aims to provide high-quality, safe and patient-centred dental care within a welcoming, friendly and professional environment.

We are committed to promoting good oral health, preventing dental disease and providing appropriate treatment tailored to each patient's individual needs.

Our objectives are to:

- Deliver safe, effective and evidence-based dental care.
- Treat all patients with dignity, respect, kindness and compassion.
- Promote preventative dentistry and oral health education.
- Ensure patients are fully informed about their treatment options, associated risks and costs.
- Maintain high standards of infection prevention and control.
- Provide a comfortable, clean and safe environment for patients, staff and visitors.
- Ensure all staff receive appropriate training and opportunities for continued professional development.
- Maintain compliance with Healthcare Inspectorate Wales (HIW) regulations and relevant professional standards.
- Regularly review clinical audits, risk assessments, policies and procedures to maintain patient safety.
- Encourage patient feedback and use complaints, compliments and suggestions to improve our services.
- Provide equal access to dental care wherever reasonably possible, making appropriate adjustments for patients with additional needs.
- Continuously monitor and improve the quality of care and services provided.

We are committed to maintaining a culture of openness, teamwork and continuous improvement. Through regular staff meetings, clinical audits, patient feedback and ongoing training, we aim to ensure that Six Gables Dental Practice consistently provides a high standard of dental care.

SIX GABLES
DENTAL PRACTICE

Relevant experience

Harlee Cave has approximately 12 years of experience within the dental profession, having started her career as a trainee dental nurse at Cambria Specialist Oral Surgery Practice in Swansea.

During this time, she gained valuable experience in specialist oral surgery, patient referral pathways, patient care and clinical procedures.

Harlee has also gained experience in orthodontic nursing, infection prevention and control, decontamination procedures and dental practice compliance.

Since joining Six Gables Dental Practice, Harlee has progressed from Senior Dental Nurse to Practice Manager and is responsible for overseeing the daily operations of the practice, staff management, regulatory compliance, patient complaints, clinical audits and risk assessments.

Harlee holds a Level 3 Diploma in Dental Nursing and an NEBDN Certificate in Dental Radiography. She has also undertaken practice management training and continues to participate in professional development to maintain her knowledge and skills.

Roles and responsibilities within the organisation

- Overall management and daily operation of the practice.
- Staff recruitment, induction, supervision and rota management.
- Ensuring compliance with HIW regulations.
- Maintaining and reviewing practice policies and procedures.
- Overseeing clinical audits and risk assessments.
- Managing patient complaints and implementing improvements.
- Monitoring staff training and professional development.
- Overseeing infection prevention and control arrangements.
- Safeguarding Lead responsibilities.
- Monitoring health and safety, fire safety and medical emergency arrangements.
- Organising staff meetings and maintaining records.
- Managing invoices, accounts and practice administration.
- Overseeing patient communication, marketing and social media.

RESPONSIBLE INDIVIDUAL DETAILS	
Name	Dr Huw Bowen
Telephone number	02920 693664
Email address	sixgables@hotmail.co.uk

SIX GABLES
DENTAL PRACTICE

Fax number	N/A
Relevant qualifications • BDS (Bachelor of Dental Surgery)	

STAFF DETAILS

Name	Position	Relevant qualifications / experience
Dr Huw Bowen	Director GDP	BDS
Dr Rhys Thomas	Associate Dentist	BDS
Dr Andrew Gardiner	Associate Dentist Implantologist	BDS, IMP
Dr Samuel Aboalkaz	Associate Dentist	BDS
Carly Perry	Hygienist	Dip Hyg
Emily Parker	Hygienist	Dip Hyg
Laura Green	Hygienist	Dip Hyg
Harlee Cave	Practice Manager	Dental nursing/ILM LEVEL 4 leadership and management/ Radiography
Cassie Mcarthy	Assistant manager/Dental nurse	Dental Nursing
Hannah Colley	Head Dental Nurse	Dental Nursing
Nelia Gouveia	Dental Nurse	Dental Nursing
Charlotte Pritchard	Dental Nurse	Dental Nursing
Abbey Jenkins	Dental Nurse	Dental Nursing
Sophie Edwards	Dental Nurse	Dental Nursing
Cassey Crewe	Dental Nurse	Dental Nursing
Rebecca Cordwell	Trainee dental nurse	
Gemma Huntley	Receptionist	
Gabrielle Jarman	Receptionist	

SIX GABLES
DENTAL PRACTICE

Organisational Structure

Position	Staff member
Practice Principal / Director	Dr Huw Bowen
Practice Manager	Harlee Cave
Assistant Manager	Cassie McCarthy
Head Nurse	Hannah Colley
Associate Dentists	Rhys Thomas, Andrew Gardiner, Samuel Aboalkaz
Dental Hygienists	Carly Perry, Emily Parker, Laura Green
Dental Nurses	Nelia Gouveia, Charlotte Pritchard, Abbey Jenkins, Sophie Edwards, Cassey Crewe
Trainee Dental Nurse	Rebecca Cordwell
Reception Team	Gemma Huntley, Gabrielle Jarman

SERVICES / TREATMENTS / FACILITIES

- Preventative advice & treatment
- Routine dental care
- Restorative dental care
- Dental Hygiene
- Implant treatment
- Home tooth whitening
- Crown and bridge work
- Endodontics
- Tooth Straightening (Cfast, Invisalign)
- Prosthodontic treatment
- Cosmetic dental treatments
- Facial Aesthetics

Six Gables Dental Practice operates four fully equipped dental surgeries within the main practice building, together with an additional surgery situated in a separate building on the premises. This additional surgery is used for dental hygiene appointments and overflow clinical appointments when required.

SIX GABLES
DENTAL PRACTICE

The practice provides a reception and waiting area, patient toilet facilities and designated decontamination facilities.

We aim to provide an accessible environment for patients with additional needs, including those with mobility difficulties, visual impairments or hearing impairments. Reasonable adjustments are made wherever possible to accommodate individual patient requirements.

PATIENTS VIEWS

At Six Gables Dental Practice, we value feedback from our patients and actively encourage them to share their experiences of the care and treatment they receive. Patients can provide feedback verbally, through online reviews, patient satisfaction questionnaires or anonymously using the comments box located in reception.

Feedback is regularly reviewed by the Practice Manager, and relevant findings are discussed during staff meetings.

Where areas for improvement are identified, appropriate actions are implemented and monitored to ensure we continue to improve the quality of care provided. Patient complaints, compliments and feedback are used as part of our ongoing quality assurance and clinical governance arrangements.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

This practice takes complaints very seriously and if they arise they are to be dealt with appropriately in a way which complies with HIW. Patients are asked in this event to contact the practice manager via email harleesixgables@gmail.com if this isn't able to be dealt with in person. The patient will receive an reply within 3 working days to state the email has been received this will also come with a copy of our complaints procedure. This is also on display in the waiting area. A formal investigation can take place if needed and we aim to resolve the complaint withing 10 working days.

Our complaints procedure is designed to make sure we can settle complaints quickly and efficiently. After investigation we are then able to offer an explanation

or a meeting with the patient. If there are any delays in this process we would update the patient(person).

If patients are not happy with how we have handled their complaint they are able to take that further if they wish by contacting.

- NHS - Cardiff & Vale University Health Board HQ, University Hospital of Wales, Heath Park, Cardiff, CF14 4XW

  Private – Health Inspector Wales, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ Telephone 03000628162 Email – hiw@gov.wales

Llais – Cardiff and Vale of Glamorgan

Llais provides free, confidential and independent advice and support to patients wishing to raise concerns or complaints about NHS healthcare services in Wales.

Address:
Crown Buildings
Cathays Park
Cardiff
CF10 3NQ

Telephone:

029 2075 0112

General Enquiries: cardiffandvaleenquiries@llaiscymru.org

Complaints Advocacy: cardiffandvaleadvocacy@llaiscymru.org

Website: www.llaiswales.org

Opening hours and urgent care

Monday opening hours: 9am – 5pm closed 12.30-1.30pm
Tuesday opening hours: 9am – 5pm closed 12.30-1.30pm
Wednesday opening hours: 9am – 5pm closed 12.30-1.30pm
Thursday opening hours: 9am – 5pm closed 12.30-1.30pm
Friday opening hours: 9am – 3pm
Out of hours emergency – 0300 10 20 247

During opening hours, please telephone the practice if you have a dental emergency. We will assess the urgency and explain the next available appropriate care.

INSERT COMPANY LOGO HERE

Outside opening hours, Please call - 0300 10 20 247 or NHS 111 Wales / health board arrangements as appropriate, and follow recorded-message instructions. For severe facial swelling affecting breathing or swallowing, uncontrolled bleeding or serious injury, call 999 or attend emergency care.

PRIVACY AND DIGNITY

At Six Gables Dental Practice, we are committed to ensuring that the privacy, dignity and confidentiality of all patients are respected at all times.

We aim to provide a welcoming, safe and inclusive environment where every patient is treated with kindness, dignity and respect.

The practice maintains a patient confidentiality policy, and all patient information and records are securely stored and managed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Access to patient information is restricted to authorised individuals who require the information to carry out their professional responsibilities. Patient information is only shared where there is an appropriate lawful basis for doing so, including referrals to other healthcare professionals, the provision of dental care or where required by law.

Patients have the right to request access to their dental records and information about how their personal data is used and shared, subject to applicable legal provisions.

Patients are offered the opportunity to have private and confidential conversations with members of staff when required.

We comply with the Equality Act 2010 and are committed to ensuring that no patient is unlawfully discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We recognise that some patients may require additional assistance and are committed to making reasonable adjustments in accordance with our duties under the Equality Act 2010. This includes supporting patients with mobility difficulties, hearing impairments, visual impairments or additional communication needs.

SIX GABLES
DENTAL PRACTICE

Staff receive appropriate induction and ongoing training in equality, diversity, confidentiality and safeguarding relevant to their roles.

We regularly review our policies and procedures to ensure that patients continue to receive fair, respectful and compassionate care.

Date Statement of Purpose written	21/9/22 – updated Oct 2026
Author	Harlee Cave

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	Jan 2026
Reviewed by	Harlee Cave
Date HIW notified of changes	